PROCESSVUE

ALARM INTELLIGENCE HUB

A NEW WAY TO INVESTIGATE, RESPOND TO AND LEARN FROM ALARMS



processvue.com

Alarm Intelligence Hub

Connect alarm evidence, engineering knowledge, operational experience and collaborative AI to understand issues, support response and carry learning forward.

INVESTIGATE
Connected evidence + Embedded AI

RESPOND
Alarm Tickets + Guided Response

LEARN
Human Experience + Reusable Knowledge

> When the plant was first being commissioned, we were averaging well over one million alarms per month. A year later, that figure dropped to 350,000 per month. Today, the figure is under 20,000 per month – less than 2 percent of the original figure.

Adrian Bedford EDF Energy

The Problem

Understanding An Alarm Problem Should Not Require Searching Across Multiple Systems.

Finding an alarm problem can be relatively easy. Understanding the cause and deciding what to do next takes effort. Alarm history, analytics, engineering knowledge and operational experience are often disconnected.

1

ALARM HISTORY

Understand what happened around the problem and how the sequence developed.

2

PERFORMANCE

See how the alarm behaves over time and whether it is part of a wider pattern.

3

KNOWLEDGE

Bring previous findings and human experience into the same investigation.

Start With The Problems You Already Recognize.

You do not need to transform the entire alarm system before you can begin. Start with the alarm issues operators and engineers are already dealing with, then bring the available evidence around those problems together.



Make the investigation easier to start.

Focus on the problem in front of you, then use connected evidence to understand it.

The Connected Foundation

Connected Information Changes What's Possible.

Alarm management has traditionally relied on separate systems, disconnected information and manual effort to turn problems into improvements.

ALARM & EVENT DATA FABRIC

A connected foundation for alarm history, performance and engineering knowledge.

ALARM INTELLIGENCE HUB

A workspace for people and collaborative AI to investigate, respond and learn.

What This Enables

1 Investigate With Greater Context

Bring alarm history, performance and engineering knowledge together to reduce the effort of assembling evidence.

2 Connect Engineering And Operations

Make relevant engineering information useful in operational workflows, while capturing the experience of people responding to alarms.

3 Build On Every Investigation

Preserve findings, decisions and operational learning so future work can benefit from what has already been understood.



The foundation connects the information. The Hub turns it into a different way of working.

Investigate

Investigate With Connected Evidence And AI.

Engineers collaborate with embedded AI, bringing together alarm history, performance and engineering knowledge to explore causes, challenge findings and identify improvements.

1 **Explore Performance**
Review alarm rates, floods, nuisance behavior, patterns and other performance evidence.

2 **Review History**
Understand what happened around the issue and how surrounding alarms and events developed.

3 **Add Engineering Context**
Bring relevant configuration, previous findings and engineering knowledge into the investigation.

4 **Document Findings**
Record findings, human decisions and outcomes so the learning can be shared and reused.

> ProcessVue was selected as the preferred choice of software, primarily due to three factors: its ease of use, expandability and the software's track record in other energy and utilities installations.
>
> **Lee Hanlon** Premier Oil

Investigate

AI Collaborates. People Remain In Control.

Within investigations, AI and people collaborate. Engineers can challenge, refine or override AI recommendations, bringing operational judgment to the evidence.

AI COLLABORATION
Explore Together
Embedded AI contributes insights and possible lines of investigation from connected evidence.

HUMAN CONTROL
People Can Override
Engineers can challenge, refine or override AI recommendations using their expertise and operational context.

INVESTIGATION FEEDBACK
Capture Decisions
Capture observations, decisions and feedback so investigation outcomes remain useful beyond the immediate issue.

KNOWLEDGE LIBRARY
Retain Learning
Engineering and operational learning can be captured deliberately and reused in future investigations and responses.



↓ RESPOND
↓ CAPTURE
↓ INVESTIGATE
↓ LEARN
REUSE

Alarm Tickets + Guided Response

An Alarm Shouldn’t Be The End Of The Story.

Turn alarm issues into managed work. Alarm Tickets help operators capture what happened, record actions and observations, and keep issues visible when further attention is needed.

1 **Open The Issue**
Create a ticket so an alarm problem has a clear place for response and follow-up.

2 **Guide The Response**
Use approved response information and relevant context where a rationalized alarm is available.

3 **Capture What Happens**
Record operator actions, observations and feedback, including what worked in practice.

4 **Carry It Forward**
Keep unresolved issues visible for shift handover and engineering investigation.

FROM RESPONSE TO FOLLOW-UP

ALARM TICKET → OPERATOR FEEDBACK → MY WORKSPACE

Guided Response requires a rationalized alarm.

Approved alarm purpose, consequence and operator response information must be available.

My Workspace

The Shift Changes.
The Issue Doesn’t Disappear.

Turn alarm issues into managed work. Alarm Tickets help operators capture what happened, record actions and observations, and keep issues visible when further attention is needed.

1

See What Needs Attention

Keep ongoing alarm issues, ticket status and outstanding work visible in one workspace.

2

Carry Context Across Shifts

Use approved response information and relevant context where a rationalized alarm is available.

3

Support Ownership And Follow-Up

Make it easier to understand who is involved and which issues still need attention.

4

Connect Operations And Engineering

Connect operational observations and engineering insights to support collaborative alarm problems.



CONTINUITY BUILT INTO THE WORKFLOW

Keep issues visible until the next action is clear.

Where Alarm Intelligence Goes Next

Investigation Is Just The Beginning.



CURRENT CAPABILITY

+ RESPOND
+ TRACK
+ INVESTIGATE

LEARN

Current Hub capability is focused on helping teams respond to, track, investigate and learn from alarm problems. Our direction is to build on that foundation progressively.

Alarm Intelligence doesn’t replace what industry has learned.

It builds on it, reducing effort, capturing learning and making continuous improvement more achievable.

What Happens Next

1

RATIONALIZATION

Establish approved engineering intent around alarms, providing a trusted foundation for future AI-assisted workflows.

2

AI AGENTS & CONTROLLED AUTONOMY

Build on approved engineering intent and connected evidence to support governed AI agents, with people retaining control.

3

COMPLIANCE

Use connected evidence, engineering knowledge and governance to make compliance activities easier to perform, maintain and demonstrate.

4

SCALE & ENTERPRISE

Extend Alarm Intelligence across sites and systems, supporting greater consistency, shared knowledge and enterprise-level visibility.

Alarm Intelligence Hub

ALARM INTELLIGENCE. IRL.
INVESTIGATE. RESPOND. LEARN.

I

INVESTIGATE

CONNECTED EVIDENCE

Combine alarm evidence, engineering knowledge and embedded AI to investigate problems.

R

RESPOND

GUIDED WORKFLOWS + ONGOING OVERSIGHT

Support operator response, capture what happens and keep ongoing issues visible across shifts.

L

LEARN

HUMAN EXPERIENCE + REUSABLE KNOWLEDGE

Capture feedback and operational learning so knowledge can support future work.



Make the investigation easier to start. Focus on the problem in front of you, then use connected evidence to understand it.

BRING US YOUR ALARM MANAGEMENT CHALLENGE

Start with a nuisance alarm, an alarm flood, a recurring operational issue, a difficult handover or another alarm problem your team is already dealing with.

TALK TO US



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ALARM INTELLIGENCE

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