

O-Connect for Niagara with ACS

Case Study

O-Connect WhatsApp Notification For Niagara N4

Automated Control Solutions (ACS) partnered with Conexao Technology Solutions and opted for their O-Insights™ WhatsApp notification driver that enabled the end client to receive alarms



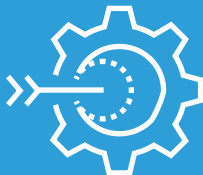
Challenge

The client faced a challenge with respect to the running out of SMS Bundles when multiple alarms went off. This meant that they had to continuously manage SMS packages to ensure that spare SMSes were always available to send out notifications. The customer wanted to use an existing App like WhatsApp to ensure faster deployment of the messages too.

Solution

ACS brought in Conexao with its flagship O-Insights to address the challenge. O-Insights' notification plugin called O-Connect provided an apt resolution to the end client's requirements. O-Connect enabled the customising of the format and structure of the WhatsApp notifications due to the flexibility of Message Templates that can be created with the O-Connect.

ACS then sends the message that is created by the Message Template, and it is as easy as copying and pasting the message in the O-Insights notification driver provided by Conexao. This ensured that the setting up of the WhatsApp notification became very simple. The customer was able to receive all the notifications speedily and with ease.



Fast Facts

- **Project Type:** Notification, IoT, Alarm Notification
- **Key Technologies:** Niagara N4, WhatsApp Notification, IoT

About ACS

Automated Control Solutions (ACS) is an importer and distributor of Building Management Systems, Energy Efficient Building Automation Controllers and the relevant sensing and control equipment (aka field devices) used to control heating, ventilation and air-conditioning (HVAC) systems.

Through our strong system integrator (SI's) channel, we have a network of installers throughout South Africa, as well as Namibia & Kenya, that have been trained to supply, install and engineer, Tridium Building Management Systems and the related controllers and field devices.

We understand that our customers want the latest technologies, which is why we have partnered with innovative, dynamic companies like Danfoss, EASY IO, Vacon, ISMA and Tridium to enable us to take our business to the next level.

Through our vast portfolio of partner products, we can ensure that we offer our customers a complete basket of products to cover any Automated Control Solutions.

About Conexao Technology Solutions

The team at **Conexao Technology Solutions** (CTS) is propelled by years of experience in developing cutting-edge automation, integration, and software solutions. CTS has developed O-Insights for Niagara, a comprehensive suite of software solutions that seamlessly integrates with Niagara to deliver energy management, safety and compliance, energy forecasting and control, AI based business intelligence, and a lot more.

CTS's native Niagara approach ensures that every aspect of a building's lifecycle is meticulously monitored and optimized, all within the Niagara platform.