Stericycle®
Communication Solutions

ALARM MONITORING AND SCADA INTEGRATION

Stericycle Communication Solutions offers alarm monitoring through Canada's only SCADA integration service. We help you protect your most valuable resources including your employees, equipment, and facilities without having to dedicate a significant amount of resources.

FEATURES

- **Real-time integration:** Our integration with SCADA or other alarm systems, enables our teams to have 24/7/365 real-time monitoring of your systems.

- **Unique Protocols:** Customized protocols allow you to remain compliant and effective with your monitoring and response plan. Protocols can include specific procedures according to the level and location of your alarms.

- **Customized Escalation:** Escalation paths and channels of communication including phone call, text, etc. are built according to your business processes.

- **Innovative technology:** Our agents are alerted in the event of an alarm activation. Our integrated technology detects the location of the alarm trigger including where the alarm is in its series and which piece of equipment needs attention.

- **Experienced Agents:** Our agents follow and document appropriate escalation protocols and ensure that the appropriate personnel are contacted and dispatched to the scene.

USES

 Energy facilities

 Recycling sites

 Manufacturing facilities

 Transportation sites

 Oil and gas sites

 Waste and water facilities

 Power facilities

BENEFITS

- **24/7 availability:** Emergencies don't only occur from 9am to 5pm. Our services allow you to extend your hours to serve your customers and employees any time, day or night.

- **Adaptability for fluctuating call volumes:** During periods of high volume, we handle the influx of calls without requiring extra resources that would be needed if you were answering calls in-house.

- **Convenient coverage:** We can handle calls on a full-time, after hours, or ad hoc basis. In the event of a service outage, we are prepared to handle calls so that your customers do not experience an interruption in service.

To learn more about SCADA integration and alarm monitoring, visit stericyclecommunications.ca or call Stericycle Communications Solutions at 1.800.218.5855.