NOTIFICATIONS

OTSI



Production Losses Happen in Seconds.

Most Operations Find Out at End of Shift.

The Shift: From Inspection-Based Monitoring to Trigger-Based Intervention

OTSI-SIC already gives dispatchers and supervisors real-time visibility into production loss events. That model is highly effective, but it is still inspection-based. It depends on someone checking the tool, recognizing the event, and acting in time. Notifications removes that dependency. When a defined condition occurs, the right person is notified automatically, with built-in escalation if no response is received. **The team does not need to be watching. The system is.**

Why This Matters to Operations Leaders:

The value of Notifications compounds over time. In week one, it catches events faster. By month three, it reveals the patterns behind those events. By month six, you are coaching the right people on the right behaviours using evidence instead of instinct. **Shift reports tell you what happened. Notifications tells you why, and gives you the data to act on it systematically.**

From Event to Action in Seconds

1. **Threshold breached**
   When a defined operating condition occurs, the system detects it instantly. Example thresholds: queue time >2 min, crusher queue >3 min, empty stop >10 min, hang time over defined limit. Thresholds are site-configured and stay meaningful.

2. **Alert delivered**
   The right person receives a notification via Microsoft Teams or email. No manual checking. No waiting for someone to spot it on a trends screen.

3. **Response required — or escalated**
   The recipient must acknowledge and respond within a defined window. If no response is made in time, the event automatically escalates to the next level of supervision.

4. **History captured**
   Every event, response time, escalation, and outcome is logged. Over time, this creates an operational learning record that reveals patterns traditional shift reports cannot surface.

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Part of the OTSI Performance Management Platform

OTSI-SIC
Real-time dispatcher decision support

Scorecards
Operator, dispatcher & crew performance

FMS Health
Data integrity & system reliability

Notifications
Trigger-based alerts and escalation



What Leaders Gain:

Faster issue escalation
Clearer shift-level awareness
Actionable operational insights



What Frontline Teams Gain:

Clearer notification priorities
Less reliance on manual monitoring
More structured follow-through

Notification Capabilities

Event-Based Notifications
Trigger notifications when delays, bottlenecks, idle events, or abnormal conditions meet defined operating thresholds.

Escalation Logic
Escalate unresolved production-impacting events to the right personnel when required action is not taken.

Response Tracking
Track whether notifications are acknowledged, what intervention was taken, and how long the response took.

Configurable Operating Thresholds
Tune notification thresholds and tolerances to the site's operating context and evolving performance expectations.

Notification History
Maintain a history of triggered notifications to support follow-up, accountability, and review of recurring issues.

Smart Playbook
Embedded playbook guidance that will connect site-specific response actions directly to triggered notifications.

Four solutions.
One integrated performance management platform.

Purpose-built for mining operations, OTSI combines in-shift decision support, Fleet Management System optimization, structured response management, and performance insights to help teams improve operational control, consistency, and production outcomes.

