

## **XCENTER**

## **Centralized management software for call center**

Designed and developed in order to monitor plants that are positioned in different zones, XCENTER is a flexible, reliable and user friendly software package. Efficient assistance is a widespread requirement among distribution centers, small and big supermarkets, industrial plants etc. XCENTER gives this type of support with alarm management, continuous devices check and the recipient management with a relative report. XCENTER doesn't have limits regarding the number of plants and controllers that can be checked and is suitable for every kind of requirement.



- Modular software that, when installed in a server PC, communicates with clients (XWEB systems and remote PC)
- Third party system compatibility
- Database Oracle® that manages many controllers
- Data and alarms files from real installations, available for all clients
- User interface is simple to understand
- Multilanguage management
- Geo-location positioning and controllers status
- Command sending to real instruments
- Possibility to quickly modify controllers parameters
- Alarm setup and management
- Alarm report via e-mail – SMS
- Recipient list management
- Statistical data management in graphical format
- Internet connection between XCENTER and the monitoring units are by means of the standard SNMP protocol or telephone line (via dial-up or an internet provider)
- Open project that allows add-on software (warehouse and accountant management...)