



Message Gateway System

Automated alarm event reporting

Real-time dispatch of plant-wide events and alarms, ensuring no critical notifications are missed.

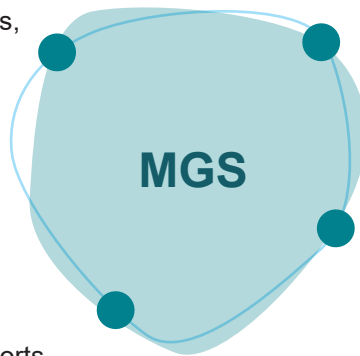
Effortless Alarm Management with MGS

MGS is an integrated real-time reporting system that handles all factory events and alarm notifications, suitable for various industries and systems. Choose from a range of notification methods such as LINE, SMS, voice calls, email, and more, guaranteeing timely and categorized alerts to the right individuals. No more scattered alarms or delayed responses—MGS ensures no important messages are missed!

Benefits

Supports multiple data sources, easily integrating dispersed system events and alarms.

Real-time notifications through various channels significantly reduce the issue of missed reports.



All the notifications you want can be uniformly sent through MGS, offering flexibility in various application scenarios.

Automated alarm classification and group-based distribution enhance response efficiency and reduce the volume of notification.

Key features

Real-time Anomaly Notifications with MGS

MGS supports OPC UA communication protocols for real-time monitoring of data from diverse factory equipment systems. It automatically notifies operators in case of data anomalies, keeping them updated on the factory's status. Moreover, MGS also supports OPC AE Server, MS SQL Server, CSV, XML, FWT, and other data sources, facilitating notifications to ERP systems.

Versatile Notification Options

MGS offers a wide range of notification methods, including LINE, WeCom, Email, mobile SMS, web SMS, voice playback, Microsoft Teams, Synology Chat, Discord, Telegram, Slack, WhatsApp, and more. This flexibility ensures users receive critical notifications promptly in various scenarios. Users can easily customize notification triggers and recipients, both individuals and groups.

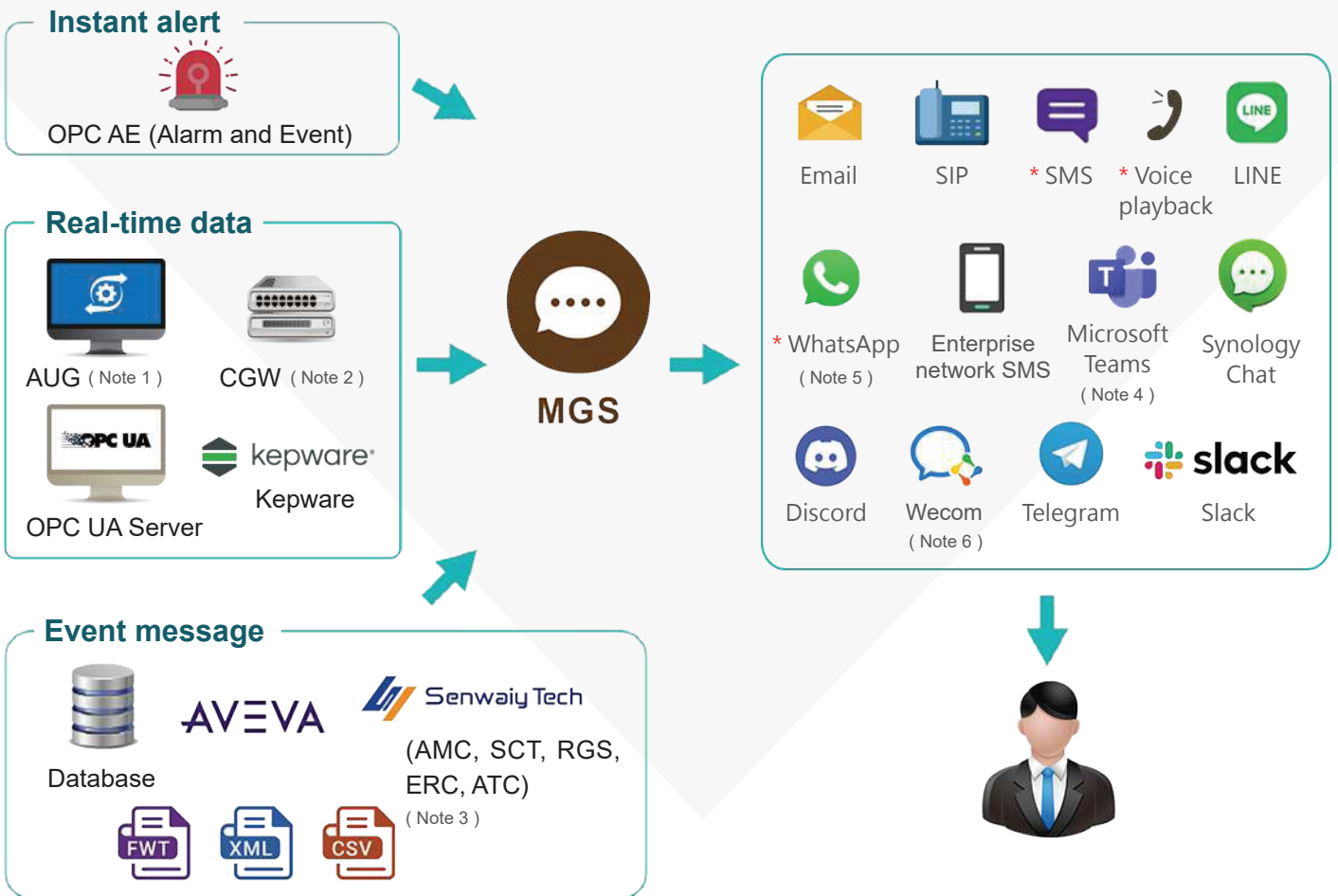
Customized User Permissions

MGS enables role-based operation permissions with various levels. It supports tiered and group-based notification sending, allowing users to tailor notification content and delivery methods for different groups and individuals. MGS also supports hierarchical notifications, allowing alerts to be sent according to organizational levels. If a lower-level recipient does not respond, the notification will be escalated to higher-level personnel.

Reply and resend notifications

Recipients can respond to alerts, making it easy to track who has received and acknowledged the notifications. This helps confirm the status of information delivery, and for those who haven't responded, messages can be resent.

System architecture



(Note 1)

The Automatic Universal Gateway (AUG) is a software that supports the conversion of over 20 industrial communication protocols. It assists in integrating data communication between various devices and systems and can insert the data into the database.

(Note 2)

The Controller Gateway (CGW) is an intelligent gateway that supports the conversion of over 15 industrial protocols. It assists in integrating data communication between various devices and systems and can establish an industrial IoT foundation through OPC UA.

(Note 3)

AMC:

The Asset Management Center (AMC) is a digital twin solution designed to integrate your factory's 3D models, 2D drawings, equipment engineering data, work orders, and both historical and real-time operational data — all within a single platform.

SCT:

The Shift Change Trace System (SCT) is a digital shift handover management solution that designed to help you address issues of chaotic, hard-to-track, and missing shift handover information.

ATC:

The Auto Trend Chart System (ATC) allows you to visualize historical database data and schedule auto-generation of trend analysis charts.

RGS:

The Report Generator System (RGS) is a manufacturing-focused reporting platform that unifies IT and OT data, consolidates complex information, and auto-generates clear visual reports such as exception reports, daily summaries, ERP reports, and other routine industrial reports.

ERC:

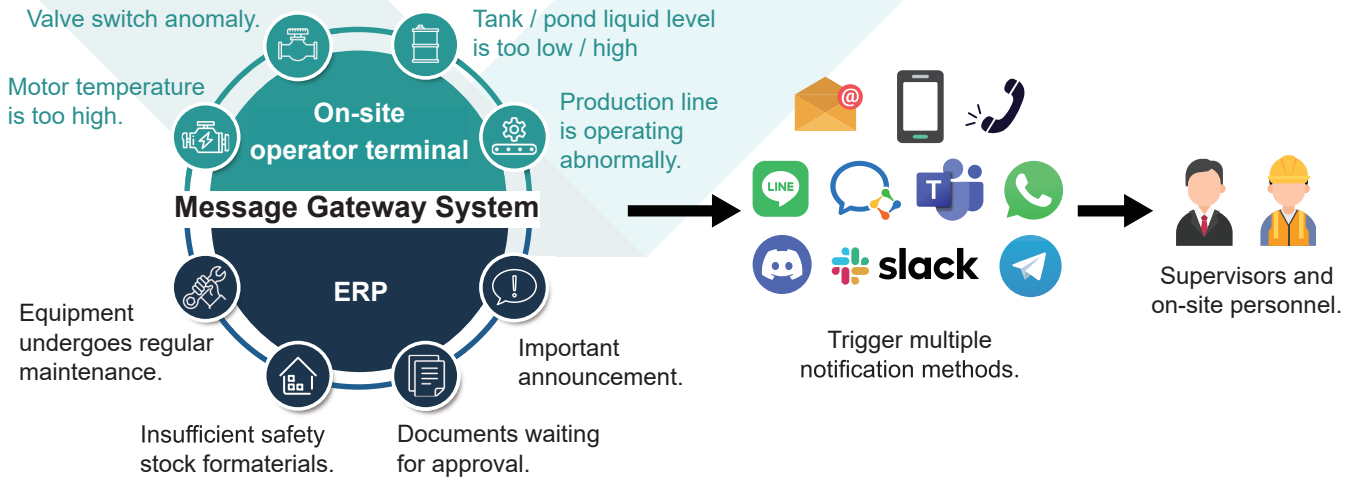
The Emergency Response Center (ERC) is a solution for factories with high-risk or high-value processes, integrating alarms, notifications, analytics, and patrol handover into one user-friendly platform.

(Note 4) Only applied to Microsoft 365 Business Standard or Microsoft 365 Business Premium.

(Note 5) WhatsApp messaging requires integration via the third-party platform Twilio, and related service fees apply separately.

(Note 6) WeCom, formerly known as WeChat Work, is an app designed for enterprise users.

Application scenario



Supported devices

Voice Playback	SMS	SIP	PC speaker
<ul style="list-style-type: none"> ICPDAS GTM-204M-4GE 	<ul style="list-style-type: none"> ICPDAS GTM-204M-4GE Oring IMG-4312-4G 	<ul style="list-style-type: none"> Grandstream UCM6302A Yeastar P520 NEC SL2100 NewRock OM20G 	<ul style="list-style-type: none"> Any PC

System compatibility



Operating system

- Windows 10 / 11 Pro or above
- Windows Server 2022 or above; Standard / Data Center



Supported browsers

- Microsoft Edge
- Google Chrome
- Mozilla Firefox
- Safari



Database

- Microsoft SQL Server 2022 or above; Express / Standard / Enterprise



Hardware requirements

- CPU : 4 cores or higher · 2.6 GHz or above
- RAM : DDR4 16 GB or above
- SSD with at least 1 TB
- Network : 1 Gigabit Ethernet
- Display : 1920 × 1080 or higher

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SMC

Senway Management Console



1. Centralized Management

Senway management console provides an integrated interface to view the status of all hosts and installed software, making management and maintenance more convenient.



2. Message Broadcasting System

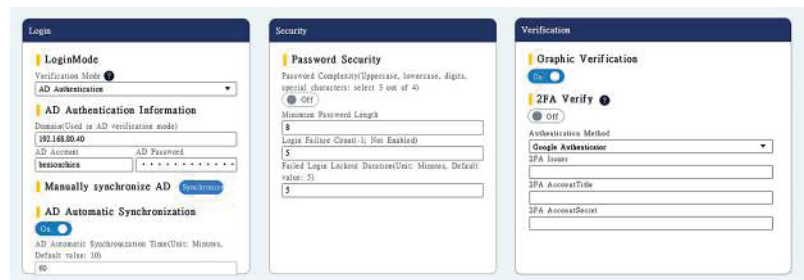
When system issues occur — such as license problems, critical alarms, device disconnections, or excessive host load — the system proactively notifies administrators and relevant personnel.



3. Information Security

Equipped with multiple security mechanisms to safeguard information, including:

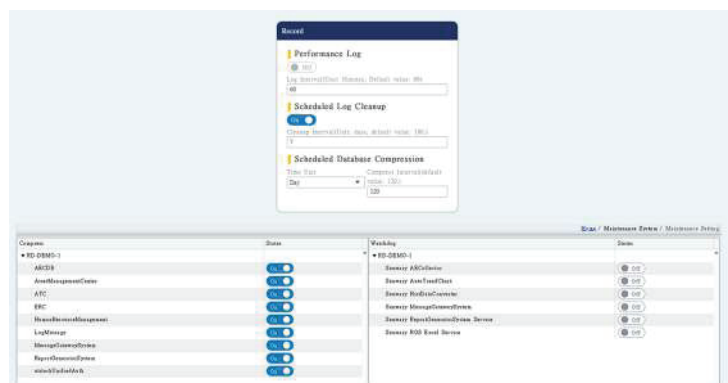
- Password
- CAPTCHA verification
- 2FA authentication
- Access control
- User whitelist / block



4. Maintenance System

Optimize system performance through comprehensive maintenance features:

- Scheduled cleanup of historical data
- Automated database maintenance
- Automatic Active Directory (AD) synchronization
- Service status monitoring (WatchDog): auto-recovery and restart in case of system failure
- Diagnostic tools: detect system anomalies
- System logs: record updates and changes
- Backup and restore mechanism: protect system data and prevent data loss





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