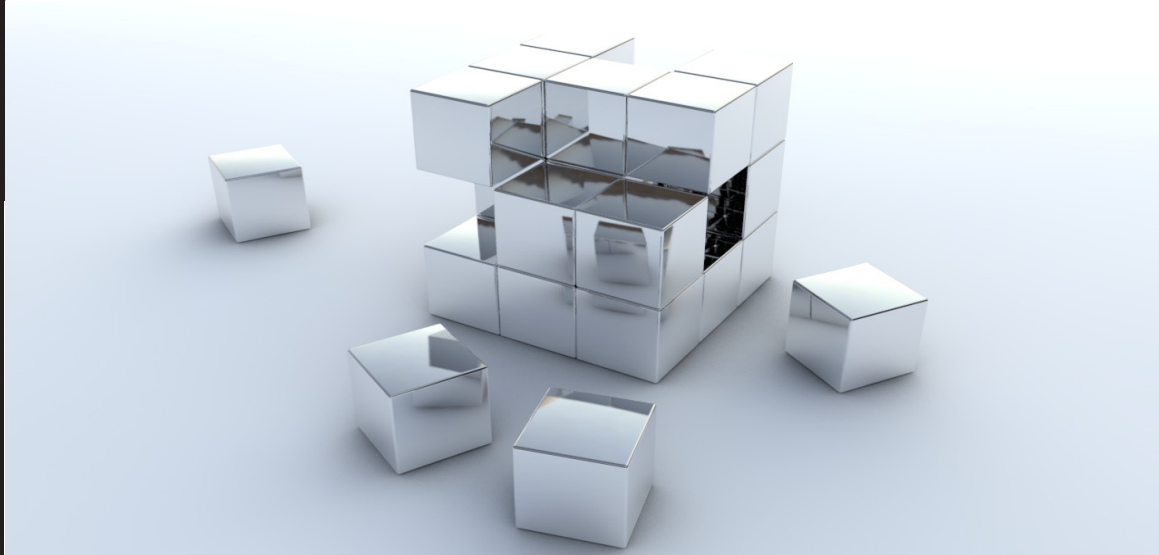


FAULT MANAGEMENT

FAULT CONTROL AND REPORTING

WWW.ARDLIN.NET



The Fault management module is designed to record, manage and report on network faults. The system is integrated with Caplum allowing all of the data stored about the network to be used to assist with the timely repair of any fault.

The circuit trace which shows every step of the circuit in question allows an experienced engineer to quickly pinpoint the most likely point of the fault. If the fault is not repairable; using Caplum's information a suitable replacement route within the network can be quickly sought and utilised to bring the circuit back into working order. Whilst the faulty segment can be labelled in Caplum so it is not used again.

Any other user in Caplum will also be able to see that a circuit is under a fault investigation to prevent duplication of labour.

The process is user definable from a very simple process such as raise, repair and complete to a complex arrangement with user definable stages for multiple departments and sub contractors with fiscal sign off / approval stages. At each stage a custom email can be sent to keep the user up to date with the progress of their fault report.

Fault management can have a rigid structure of steps that must be followed in a certain order or can have a relaxed structure to allow simple jobs to be completed quickly and easily ensuring that the fault system entry does not take more time than the job itself. The process is left to the customer to design what suits their environment best.

Faults can be assigned to a departmental or personal work queues for completion; or if you prefer can be printed out in a design of your making.

Engineering skill types and availability can be taken into consideration of how a particular job is assigned, to ensure right man, first time on every job.

Supporting documentation, such as third party plans, diagrams or internal paperwork can be attached to the fault so a complete paperless process can be documented.

Tablet and smart phone operation in the field helps the engineer with the data they need at their fingertips wherever they are.

Extensive reporting allows full analysis of the faults and their SLA within your network.

Once completed, the fault and any supporting documentation is stored in fault management history for further reference or reporting.

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