**Fault Management System (FMS)**

FMS is a real time fault and incident management system specifically developed for the rail industry.

**KEY BENEFITS**
- Identifies patterns or trends in fault data
- Provides detailed and specific fault or incident information
- Monitors maintenance operations actual response time
- Reports business performance and trend analysis of all fault management
- Visual display of all alerts, management dashboard information (KPIs)
- Configurable reporting
- Audits all changes made to a fault or asset record

**KEY FEATURES**
- Capture and View fault details by type, status, defect, symptom, risk and priority
- Assign and monitor fault teams to specific locations
- Rich set of reporting tools
- Automated configurable messaging tool
- Automatic alerts to managers and key staff
- Full audit to ensure all actions are tracked
- Seamlessly integrates into asset management system
- APIs enabling interaction with intelligent asset and condition monitoring systems
- Trend analysis, history and business performance reporting
- Supports attribution of train delay minutes (TRUST)

**WHY USE FMS?**

Do you link your fault and incident management operations to your assets?

Do you capture all data, maintain integrity and meet safety compliance?

Do you recover from all incidents and faults within the hour?

FMS supports the requirements of the operational, maintenance and engineering disciplines.

It instigates the fault rectification process, provides detailed work arising information and enables management reporting, monitoring and analysis.

FMS is currently used within Network Rail’s 12 Integrated Control Centres (ICC) placed around the UK.

There are 25,000 faults and incidents reported per month which are dealt with by FMS.

RTS SOLUTIONS
## Technical Specification

### Platform
- Multi User Web Based
- Visual Studio ASP.NET
- Microsoft SQL Server Enterprise

### Security
- Configurable User Access Control
- Read – Only Accounts
- Custom Page Level Access
- Custom Page Level Function Access

### Connectivity
- XML transfer to Oracle
- Web Service API for external systems
- Configurable Alerts to SMS and Pagers

### Reporting
- Crystal Report based templates
- Configurable Scheduled delivery of reports via Email in multiple formats

### User Requirements

#### Server Hardware
- **Processor**
  - Minimum - 1 GHz
  - Recommended - 2 GHz
- **Disc Space**
  - Minimum – 100Mbytes
  - Recommended – 500Mbytes
- **Memory**
  - Minimum – 512Mbytes
  - Recommended - 2Gbytes

#### Server Software
- Windows Server 2000/2003
- Microsoft SQL Server 2000/2005

#### Browser
- Microsoft Internet Explorer V6.0 or higher

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