SURBANA JURONG

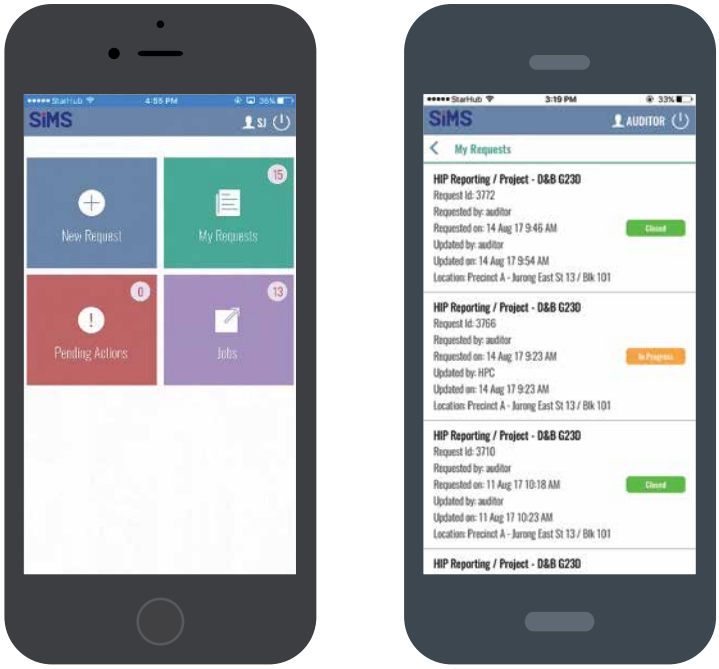
SMART CITY IN A BOX

smart incident management system

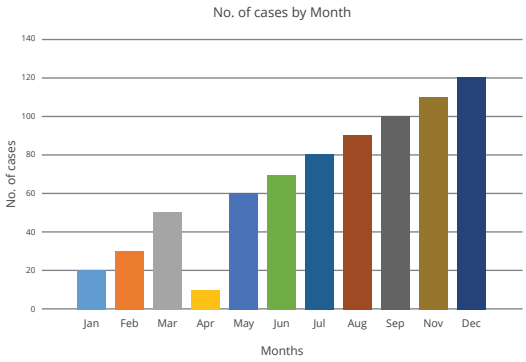
what is the smart incident management system (SIMS)?

SIMS is a **customised**, web and mobile-based system that allows users to report faults in facilities directly. Real-time tracking of responses ensure faults are rectified in a **timely** and **satisfactory** manner

The use of **SIMS** helps to achieve **service excellence** in facility management and operation while optimising productivity and cost savings



Incident request through mobile phone

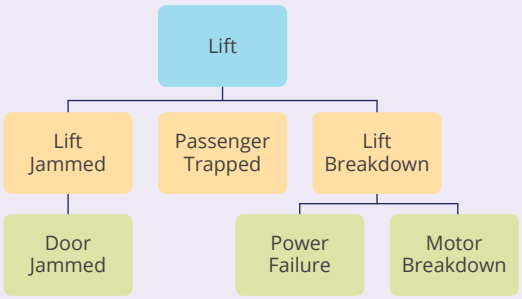


Today's pending cases	Today's cases	No. of cases for current Month	No. of cases exceeded SLA for current Month
5	50	100	10

Sample data summary

features

Configurable data sorting and reporting
Classification of incidents into categories and sub-categories facilitate fault type selection



Example of multilevel incident reporting categories

Customisable
Can be configured to cater to different business workflows, incident reporting templates and forms

Tracking of response time
Response time is tracked for effective performance assessment of contractors

Precise location identification and customised location categories
Pinpoint exact fault location via QR code or GPS with customisable location categories for multiple or large facilities

Single source of truth
Acts as a database and a tracker for the site-admin to manage contractors' details, including Service Level Agreement and incident response time

Third-party systems connectivity
External systems can connect to SIMS for fault reporting via API and can be integrated with Surbana Jurong's other Smart City Solutions such as lift monitoring system and smart locks analytics

Compatible with both iOS and Android
Support for both iOS (9 and above) and Android (5 and above) devices

benefits

Improved record keeping, reporting and incident closure tracking

Reduced manpower needs enable **cost saving**

Reduced risk of business interruptions and reputational damage from unaddressed incidents

Increased productivity as faults are reported directly to relevant contractors

Improved lifespan of building assets with prompt responses to mechanical or environmental failures

Cloud-based infrastructure is easily scalable and supports business growth

A Smart City in a Box Solution by Surbana Jurong

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