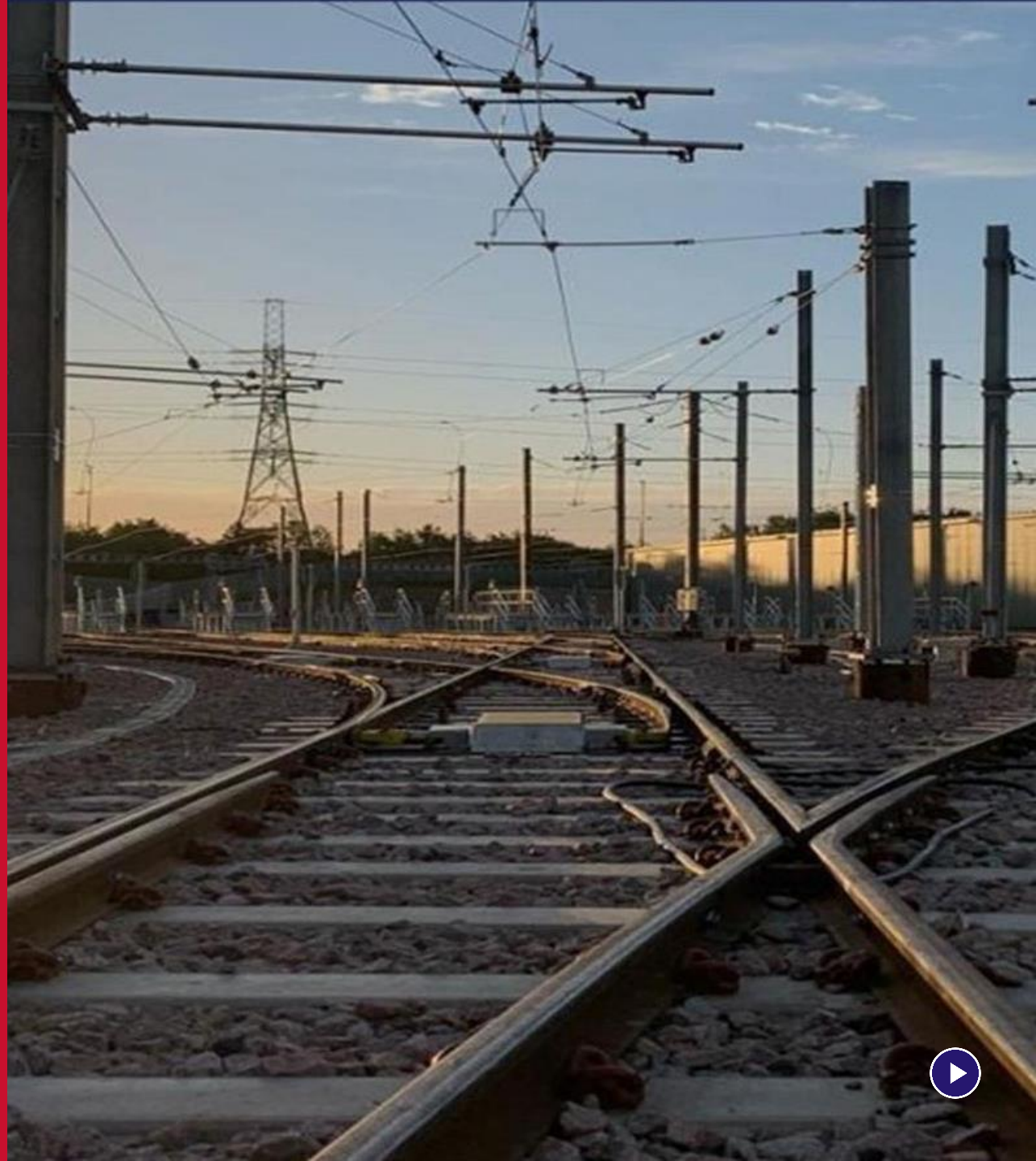
FENIX
FIRST FIX

Connected Control Command & Signalling system monitoring and prepared maintenance response

Client brochure | 2026

Helping maintenance teams move from reactive faults to informed, planned action.



A clearer route from fault to fix

Fenix First Fix combines connected monitoring, structured reporting and prepared engineering support.

1

SEE

Daily monitoring and depot reports make emerging faults visible before they become harder to manage.

2

PREPARE

Fault location, likely cause, tools, parts and diagnostic steps are assembled before attendance.

3

RESOLVE

IRSE-qualified engineers attend with better context, improving the chance of completing the repair first time.

Designed for new and existing computer-based interlocking systems.

Why Control and Command faults cost more than the repair

A fault rarely arrives with enough context. That uncertainty drives repeat visits, parts delays and avoidable operational impact.

01 Late visibility

Issues are often discovered only after they affect an asset or operating plan.

02 Incomplete diagnosis

Engineers may arrive without the evidence needed to isolate the cause quickly.

03 Parts uncertainty

Long lead times and unclear spares demand can extend degraded operation.

04 Fragmented learning

Recurring faults remain difficult to prioritise without consistent trend reporting.

How First Fix works

1

MONITOR

Capture daily system and asset data

2

ANALYSE

Identify trends, alerts and priority locations

3

PREPARE

Issue a clear maintenance action pack

4

RESOLVE

Attend, verify the repair and record the outcome

One connected workflow, from depot evidence to onsite action.

First visit, first fix



Connected monitoring from asset to action



Maintenance action reports are sent to the engineer before the onsite visit.

Secure data transfer, designed for depot use



Local system data is sent through a secure IoT gateway for cloud visualisation, scheduled reporting and actionable alerts.

Better prepared engineering response



Before attendance

Fault location confirmed
Likely causes reviewed
Correct tools identified
Spare parts checked
Safe diagnostic sequence prepared

The objective is a safe, efficient repair with fewer avoidable return visits.

Diagnostic support across train control systems



From trackside equipment to control cabinets

First Fix supports a consistent maintenance approach across connected depot assets. Engineers receive clear fault context and step-by-step diagnostic guidance before parts are replaced.

Outcome

Faster isolation, better spares decisions and a documented repair trail.

Evidence clients can act on



Gosforth
STATUS RED
DATE RANGE: 2025-05-05 - 2025-05-11

ROUTE : E26->EastRec

EYYA ID	Date	Location
6649090	2025-05-06 07:59:54	Point E2224
6661276	2025-05-07 07:54:39	Point E2224
6661553	2025-05-07 08:05:57	Point E2224
6675891	2025-05-08 06:35:13	Point E2224
6690200	2025-05-09 07:11:36	Point E2224

Gosforth
STATUS AMBER
DATE RANGE: 2025-05-05 - 2025-05-11

ROUTE : W307->WestRec02

EYYA ID	Date	Location
6705023	2025-05-10 05:32:51	Point W0117, Point W1317, Point W1417
6705452	2025-05-10 05:50:40	Point W1317

Gosforth
STATUS PURPLE
DATE RANGE: 2025-05-05 - 2025-05-11

ROUTE : E52->Road 05

EYYA ID	Date	Location
6683493	2025-05-08 23:26:18	Point E0901, Point E2224

ROUTE : W313->WestRec02

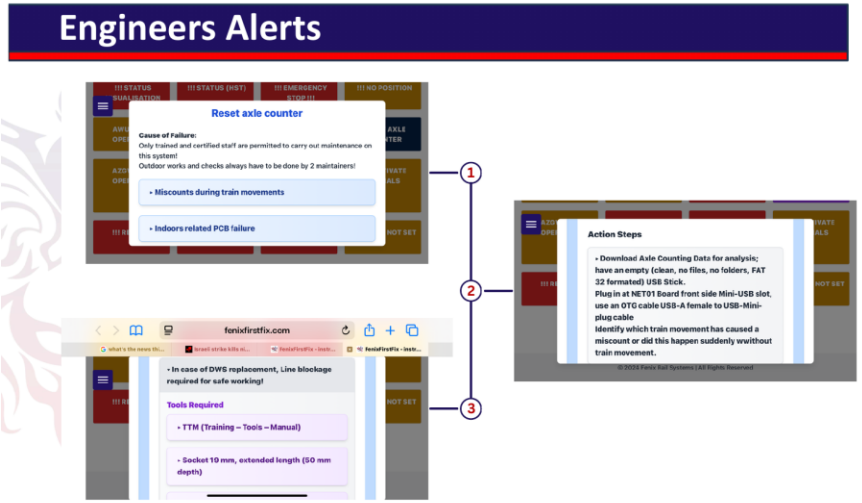
EYYA ID	Date	Location
6666551	2025-05-07 07:18:49	Point W0117

Weekly Depot Report

Subscribers to our Advanced and Elite packages receive a Weekly Depot Report, summarising fault trends, alert frequency, and affected point locations. This allows depot teams to:

- Spot recurring issues
- Prioritise maintenance work
- Reduce downtime and potential fines

The example shown includes multiple alerts at Point E2224, supporting proactive resolution before service impact.



Weekly depot reports identify recurring trends. Engineer alerts provide causes, action steps, tools and parts information for the visit.

CLIENT VALUE

Operational outcomes

Higher asset visibility

Previously hidden or intermittent issues become easier to identify and prioritise.

Less reactive maintenance

Prepared visits reduce diagnosis time and the need for avoidable follow-up callouts.

Improved service readiness

More reliable depot equipment supports trains leaving the depot as planned.

Smarter spares management

Evidence-led replacement decisions reduce wastage and support stock planning.

Stronger maintenance planning

Trend reports help teams schedule targeted preventive work.

Shared operational learning

Consistent records improve operator knowledge and future response.

Cost control over the asset lifecycle

The strongest savings come from reducing uncertainty, preventing escalation and extending useful asset life.

Avoid

Repeat callouts
Operational downtime
Delay exposure
Unnecessary part replacement

Improve

Budget predictability
Asset reliability
Maintenance productivity
Spares planning

Extend

Equipment condition
Preventive maintenance windows
Asset performance
Service life

Benefits depend on the agreed scope, asset condition, access and operational environment.

Build your First Fix service

A short mobilisation confirms the asset scope, data connections, reporting cadence, service level and operational interfaces.

DISCOVER | CONFIGURE | GO LIVE | REVIEW

Start the conversation

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Fenix Rail Group
Depot monitoring, reporting and engineering support