



FENIX FIRST FIX

**Depot Service
Support**

Agenda

- First Visit – First Fix
- Improved Performance
- Core Benefits
- Packages

First Visit – First Fix

2

Engineer knows the section of track or server component that needs addressing.

1

Gosforth
STATUS RED
19/08/2024 - 24/08/2024



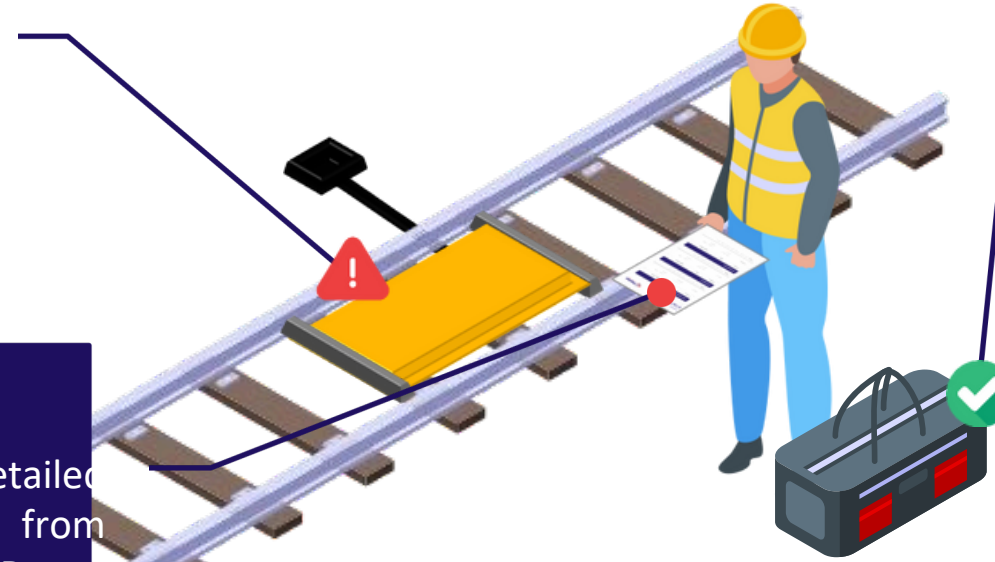
EYYA ID	Time	Spare Parts
1600343	2024-08-26 08:59:03	TA relay, TA MC-module
Tools: screw driver, wrench, drill, hammer, utility knife		

EYYA ID	Time	Spare Parts
1087270	2024-08-29 09:12:44	TA relay, TA MC-module
Tools: screw driver, wrench, drill, hammer, utility knife		

EYYA ID	Time	Spare Parts
1068890	2024-08-31 21:05:10	TA relay, TA MC-module
Tools: screw driver, wrench, drill, hammer, utility knife		

1

Engineer receives detailed reporting from Fenix Rail Depot Control Systems.



3

Engineer has correct parts and correct tools on hand.

4

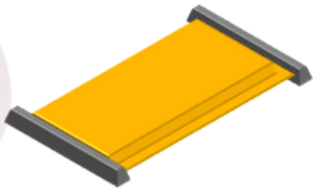
Engineer has step by step instructions to diagnose and troubleshoot before resorting to spare part replacements.

5

Engineer delivers a first visit first fix outcome.

Fenix First Fix IoT Service

1
Fenix Control Systems IoT data captured daily



3
IoT Gateway sends IoT Data to Fenix Cloud Platform



5
Maintenance Action Reports sent to Engineer for onsite FirstFix visit



2
IoT Data stored on Fenix Systems at Depot

4
Fenix Cloud Platform analysis and report generation



Improve Performance



Provide full visibility on depot performance



Proactive depot issue management



Mitigate long lead times for spare parts



Demonstrating a gold standard for service within the industry



Preventive maintenance planning

Core Benefits



On same visit engineer will also address other issues



Reduce cost of maintenance



Ensure trains leave depot on time to avoid network delays



Reduce/Avoid unnecessary network rail fines



Improve customer satisfaction



Visibility of previously 'undetectable' track issues



Inventory of all depot management equipment



Improve knowledge of operators



Awaiting Text...

Packages

Essential

Subscription

Daily Monitoring
Proactive Call Service
Ad-hoc Engineer visits

Advanced

Subscription

Essential +
Weekly Depot Reports
Access to Fenix Platform
Monthly Engineer visit
Checklist 'RAG' report
12 Month Contract

Elite

Subscription

Advanced +
4-hour response time
Operator Support
Dedicated Account Manager

Thank You

Craig Purcell
Mobile: 07525 177307
Website:
<https://www.fenixrailsystems.com/>

