**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**

**Sample data summary**

<table>
<thead>
<tr>
<th>Months</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. of cases</td>
<td>0</td>
<td>20</td>
<td>40</td>
<td>60</td>
<td>80</td>
<td>100</td>
<td>120</td>
<td>140</td>
<td>160</td>
<td>180</td>
<td>200</td>
<td>220</td>
</tr>
</tbody>
</table>

**Sample data summary**

- **No. of cases exceeded SLA for current Month**: 10
**features**

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

<table>
<thead>
<tr>
<th>Lift</th>
<th>Lift Jammed</th>
<th>Passenger Trapped</th>
<th>Lift Breakdown</th>
</tr>
</thead>
<tbody>
<tr>
<td>Door Jammed</td>
<td>Power Failure</td>
<td>Motor Breakdown</td>
<td></td>
</tr>
</tbody>
</table>

*Example of multilevel incident reporting categories*

**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

**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

**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

**Increased productivity** as faults are reported directly to relevant contractors

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

**Reduced risk of business interruptions** and reputational damage from unaddressed incidents

**Cloud-based infrastructure** is easily scalable and supports business growth

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*A Smart City in a Box Solution by Surbana Jurong*

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