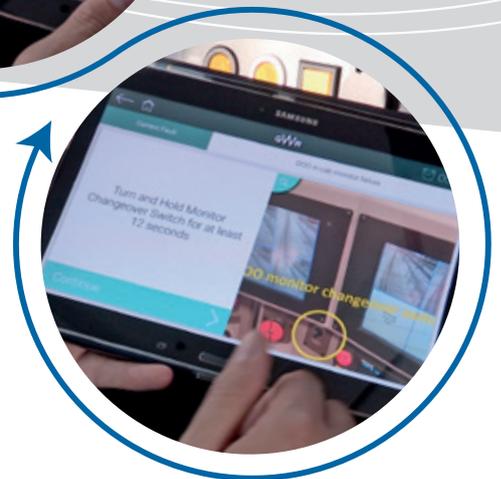
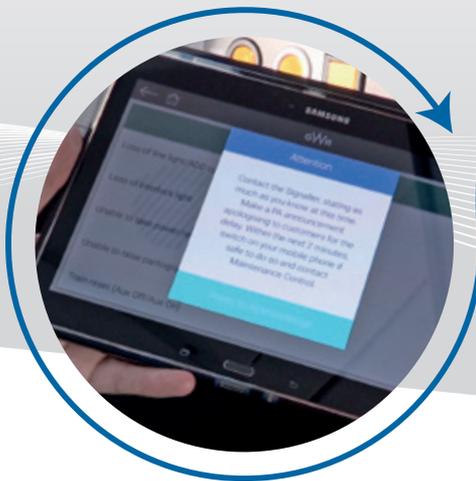


resolve

Intelligent fault guidance app

Cross platform solution for mobile and tablets



resolve fault guidance apps are delivered as bespoke solution to train operators enabling fast, stress free resolution of operational faults.



Technology

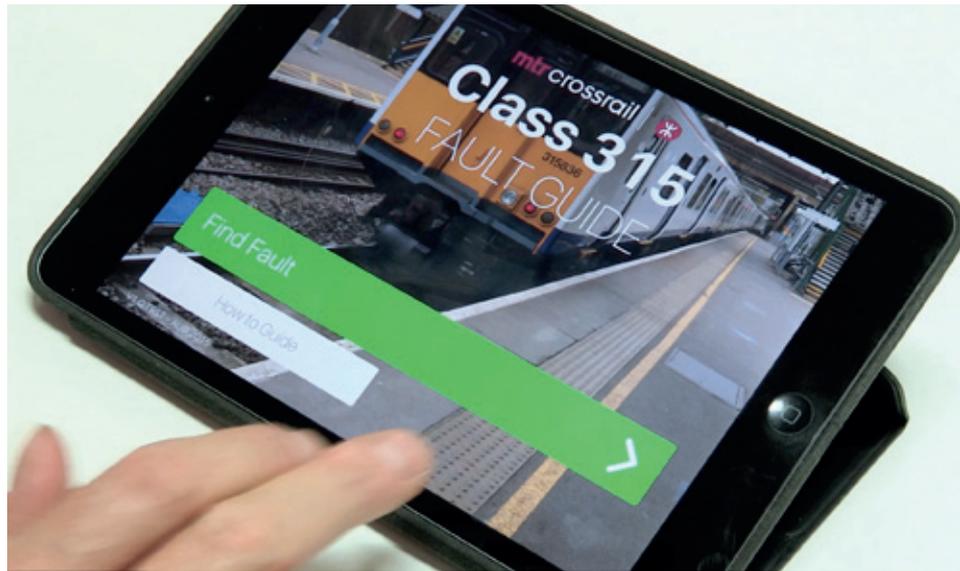
More and more TOCs and rail businesses are issuing front line and safety critical colleagues with iPads or Android devices, enabling opportunities for a host of mobile-based support solutions.

resolve has been developed specifically for mobile devices, each solution is delivered as a bespoke App to align with your own operational procedures to provide a highly robust and accurate fault finding solution.



Credentials

resolve is developed and delivered exclusively to the rail industry by leading industry consultants, Rail Professional Development and Internal Communication specialists, J9 Network. Together we provide you with an unmatched knowledge of rail operations with industry leading communication techniques. We have applied leading edge 'intelligent' technology to help *resolve* problems ... fast.



Optional features:



Video Audio or Animated instructions

Depending on the complexity of the fault, it may be necessary to deliver the guidance in greater detail than words and picture can communicate. We can embed video, audio and/or animated sequences to give a better understanding of the required procedure to resolve the fault.



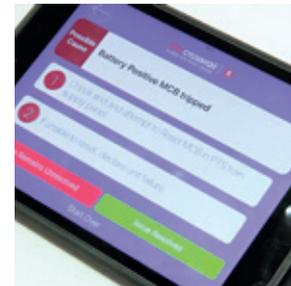
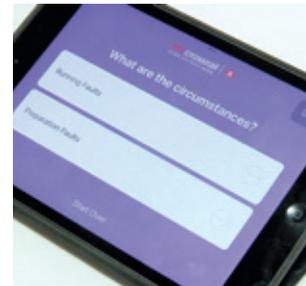
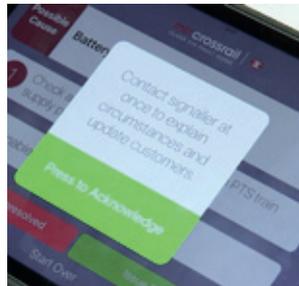
Operational Updates and Procedural Alerts

The App can also be embedded with a bespoke communications functionality, enabling operations or control teams to update drivers on any immediate engineering or operational information that is relevant at the time.



'Push' to inform the Control Centre

This communications functionality can also be further developed to send information back to control with automatic updates provided by text or email when a fault has been resolved. The time taken to *resolve* a fault can also be logged for further analysis and feedback to the training team.



Functionality

The traditional method for train drivers to identify and solve operational faults has been to review a manual and flow based diagrams that assists the driver to follow a range of optional, cause based criteria. Working through the options will result in identification of the cause and a recommended solution.

The inherent difficulty with this approach is that the user is faced with many

optional factors that require consideration to identify a single cause. Not only is the driver faced with the problem and a need to "fix it quickly", they is also confronted with many options that can cause 'information overload'.

resolve's step-by-step fault identification and the logical bypass of irrelevant causes, will result in a quicker resolution of operational faults and in turn reduce the penalty charges.

Please call **Jonathan Hall** or **Paul Durrant** to discuss how we can assist with your requirements
01268 822842 • www.rpd.co.uk

Rail Professional Development, Cranes House, 5 Paycocke Road, Basildon, Essex, SS14 3DP