

AMX, at its core, is a powerful and flexible asset management solution. However, in order to be a really useful system for our customers, the AMX incident management functionality goes beyond the limitations of working solely with assets.

Incidents may take many forms: flood, pollution, accident, and they may happen to assets: roads, bridges, street lights or they can simply happen in a location. AMX will allow you to record, respond and report on these incidents whenever and wherever they occur.

Example Applications

NATURAL ENVIRONMENT Non Asset-Based



- Reported illegal burning
- Confirmed and recorded by officer
- Identified pollutant/offender
- Relevant parties informed
- Resolution completed
- Associated costs invoiced
- Incident closed

HIGHWAYS Asset Based



- Car accident damages safety barrier
- Prioritised for inspection by engineer
- Identified maintenance repair required
- Maintenance scheduled and completed
- Asset status updated
- Re-Inspection completed
- Incident closed

“Natural Resources Wales are a Category One responder under the Civil Contingencies Act and receive over 8000 reports every year. This means we need a system (Wales Incident Recording System) that can record and track our response to incidents to reduce their impact on people and the environment.

The system, developed by AMX Solutions, also means we can record our time, costs and actions to ensure those responsible, and not the taxpayer, foots the bill under the ‘polluter pays’ principle.”

**Mike Thomson, Incident & Emergencies Training & Systems Manager
Natural Resources Wales**

Key features

- ▶ **INCIDENT LOG** – Capture details of incidents including who reported it, where it is, when it occurred and of course how it is being dealt with. Using the AMX API, this information can be immediately displayed on public portals for community awareness.
- ▶ **STATUS MANAGEMENT** – Manage your incidents proactively, from report, through response to closure using your local procedures.
- ▶ **RECORDING** – Quick data capture onsite using AMX Mobile to record full location detail, photographs, ownership or responsibilities, third-party involvement and properties affected.
- ▶ **FINANCE** – Costs both internal and external can be allocated to responses and invoicing processes implemented.
- ▶ **ANALYSIS** – Reports created for incident status, response times and lifecycle of individual incidents plus searching for repeat callers and incident hot spots to help spot trends and potential areas for improvement.