

Incident Manager

An Advanced Tools Option

SAMPLE: Incident Manager Screen



SAMPLE: On-screen Report



The Incident Manager is an advanced tool for tracking the reasons for downtime on your equipment. Whether you need to track utilization (% downtime) of equipment for contract compliance or simply identify targets for process improvement, PointGuard's Incident Manager can help you do it quickly and effectively. This advanced tool is ideal for prime power or continuously running equipment where the financial impact from downtime is significant.

When your equipment goes down, the Incident Manager prompts the operator to input the reason from a pre-defined list in the WebCenter. The reasons and detailed history are stored in the WebCenter for easy reference and reporting via the Internet.

The Incidents can be integrated with the Daily Summary Report (see Advanced Reporting options) to give you a valuable snapshot of everything that happened on your site in the past 24 hours. This report can be emailed to a list of people every day.

Do you have multiple sites and need to compare the reasons for downtime between sites? With PointGuard, the tools are right at your fingertips. Common reason codes can be set up for all of your sites, and since the data is stored in a centralized database in the WebCenter, you can easily report on multiple sites. The PointGuard Incident Manager is a powerful tool to help you maintain your prime equipment and meet your contractual requirements for uptime!