

Incident Intelligence Technology

Pro-active management of
incidents and complaints



Contents

Introduction	3
Investigate complaints efficiently	4
Avoid incidents	5
Community complaints portal	6
Community complaints analysis	7
Business portal for advanced analysis and management of complaints	8
Automated reporting of trends and summary statistics	9
Backtracking - identify the source of an issue	10
Complaint risk hotspots	11
Forward tracking - forecast incidents to avoid community impacts	12
Our clients	13
Commonly asked questions	14
Next steps	15

Introduction

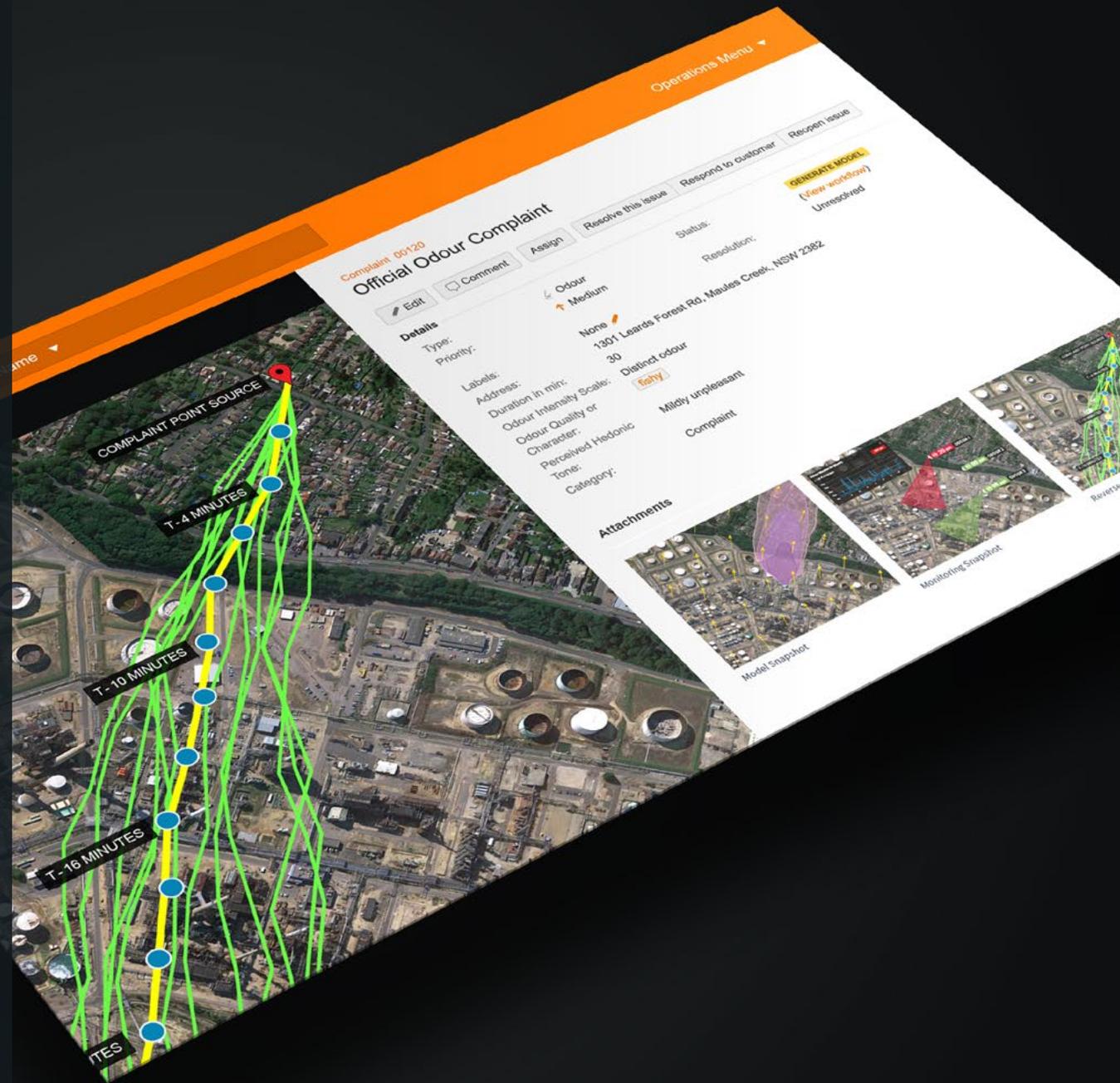
Simple incident management

EnviroSuite's incident intelligence platform makes it fast and simple to manage, investigate and even prevent complaints, giving you more time to focus on improving the performance of your business.

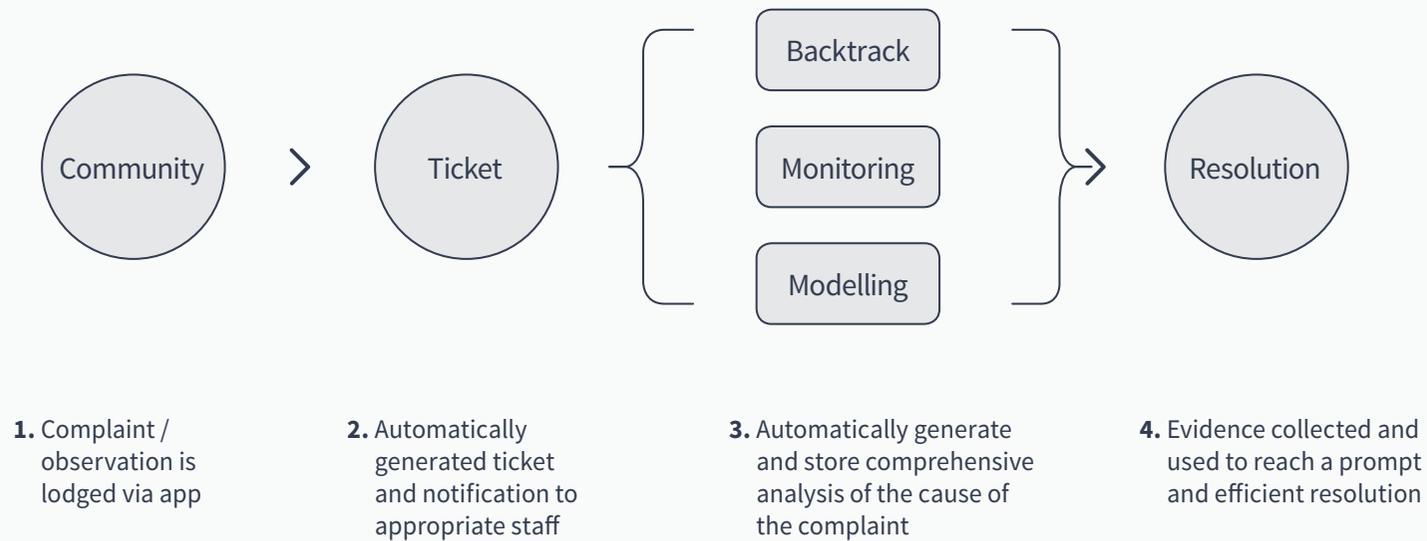
Organised intelligence

With all your intelligence in one place, the progress of an incident or complaint can be easily tracked, assigned and referenced at any time.

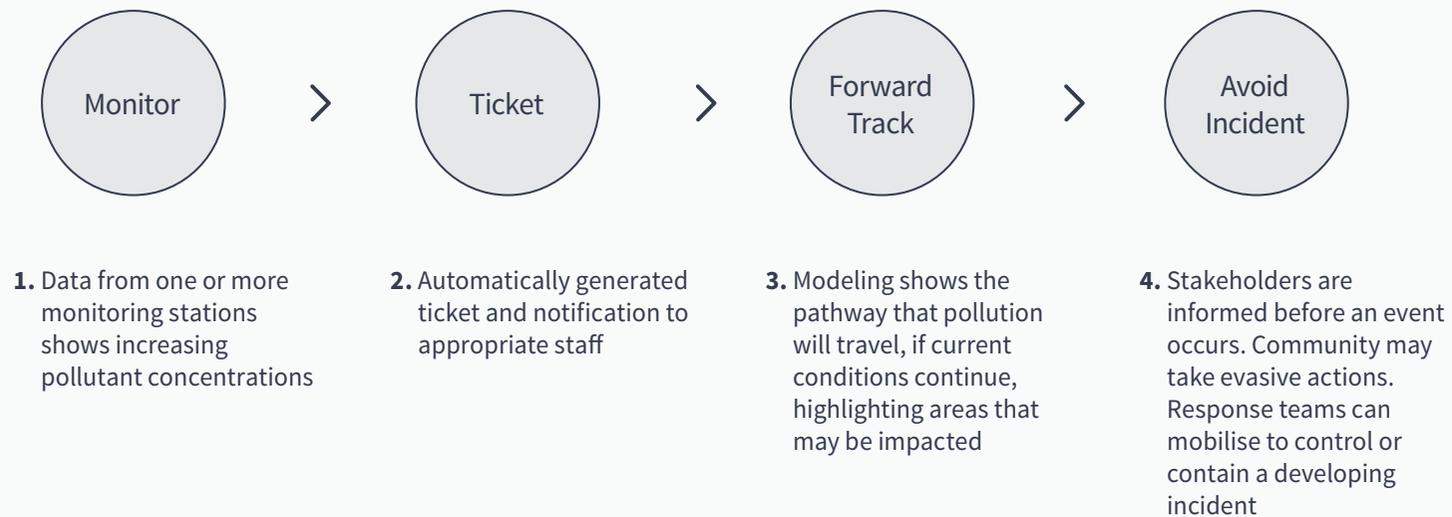
- Community portal for better engagement
- Business (administrator) portal for superior workflow management and response



Investigate complaints efficiently



Avoid incidents



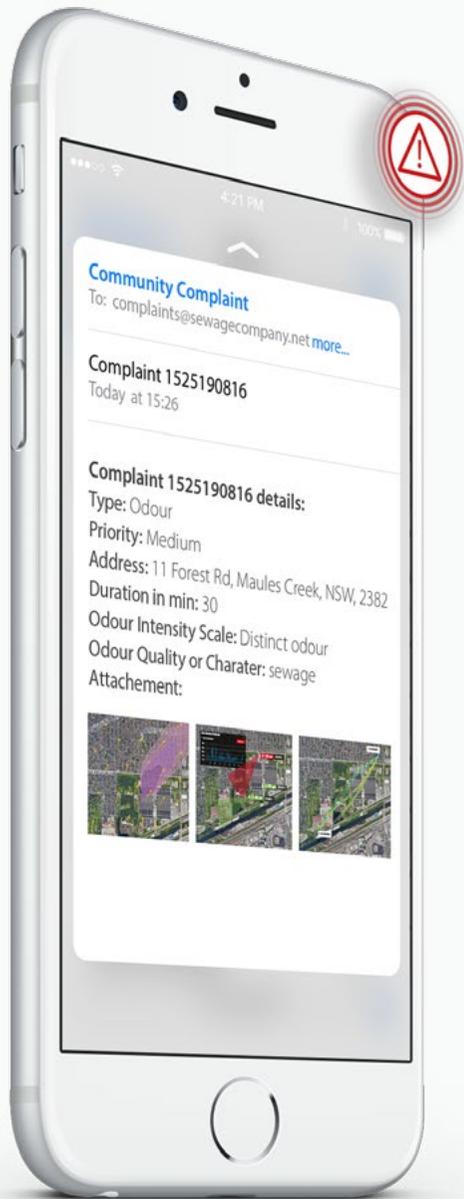
Community complaints portal

By providing the community with an easy to use complaint submission app, you will enhance relationships and build trust by addressing concerns quickly, effectively and consistently.

EnviroSuite's ticketing system allows complaints to be prioritised and addressed in record time. Public tickets are automatically generated in your private complaints management portal for instant analysis.

Features include:

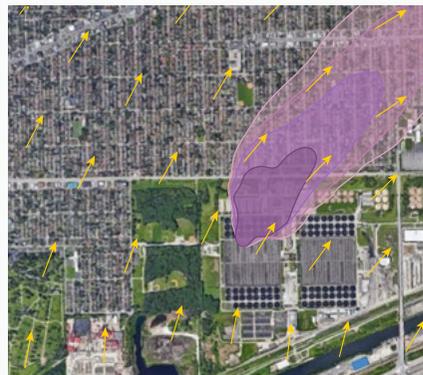
- Secure portal.
- Saves significant time for data entry and management.
- Linked automatically to analysis tools, which only the business has access to.
- Ensures consistent recording of data in accordance with scientific standards.
- Accessible via tablet, smartphone, PC.



Community complaints analysis

Tickets, entered by the public or your own agents, are automatically linked to a suite of analytical tools based on leading science for complaints management.

With a confident diagnosis of the source of an issue, you can now identify legitimate complaints, focus quickly on causes and remedies, reduce community impacts and improve future performance.



Model Snapshot

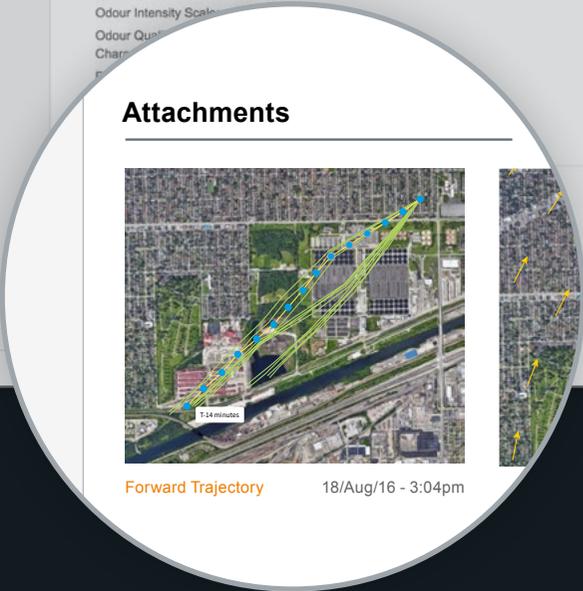
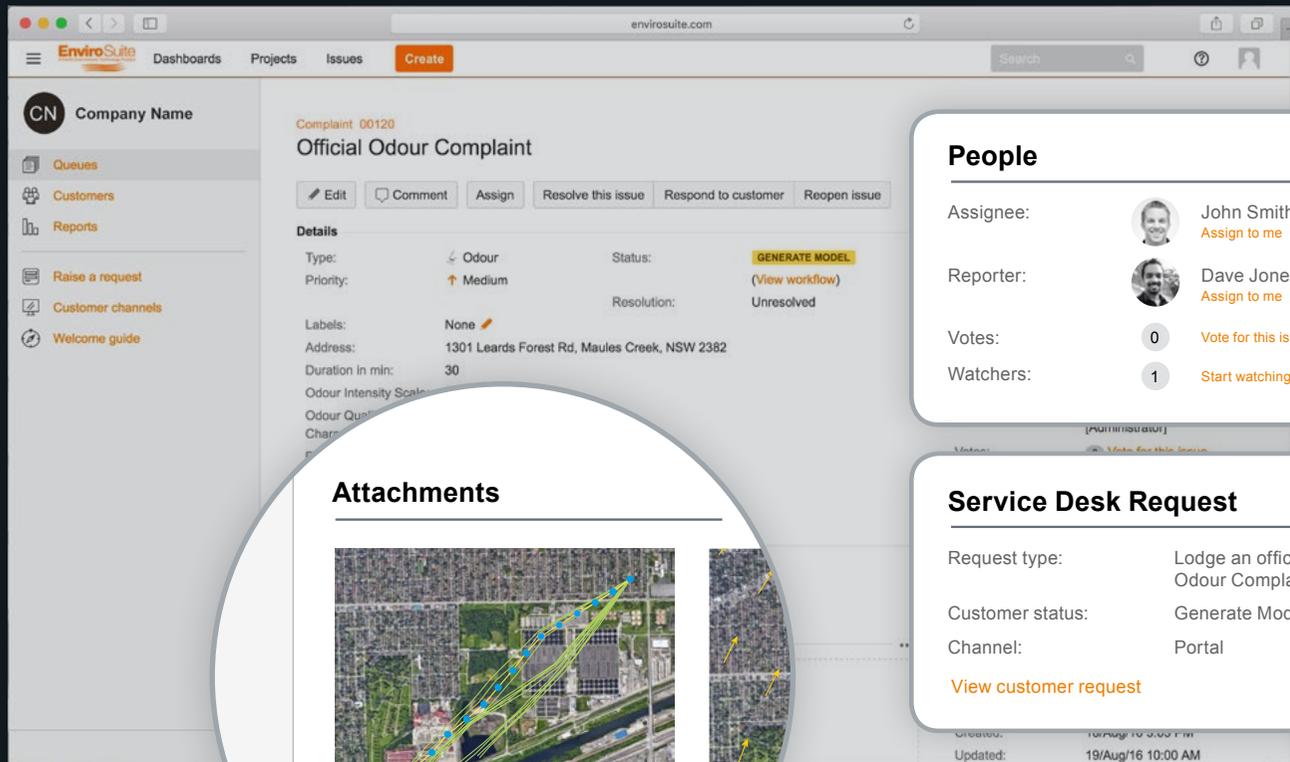


Monitoring Snapshot



Reverse and forward trajectories

Portal for advanced analysis and workflow management



People

Assignee: John Smith
[Assign to me](#)

Reporter: Dave Jones
[Assign to me](#)

Votes: 0 [Vote for this issue](#)

Watchers: 1 [Start watching this issue](#)

Service Desk Request

Request type: Lodge an official Odour Complaint

Customer status: Generate Model

Channel: Portal

[View customer request](#)

All your complaints details in one place

- All analysis linked to complaint ticket with audit trail and communications with customer

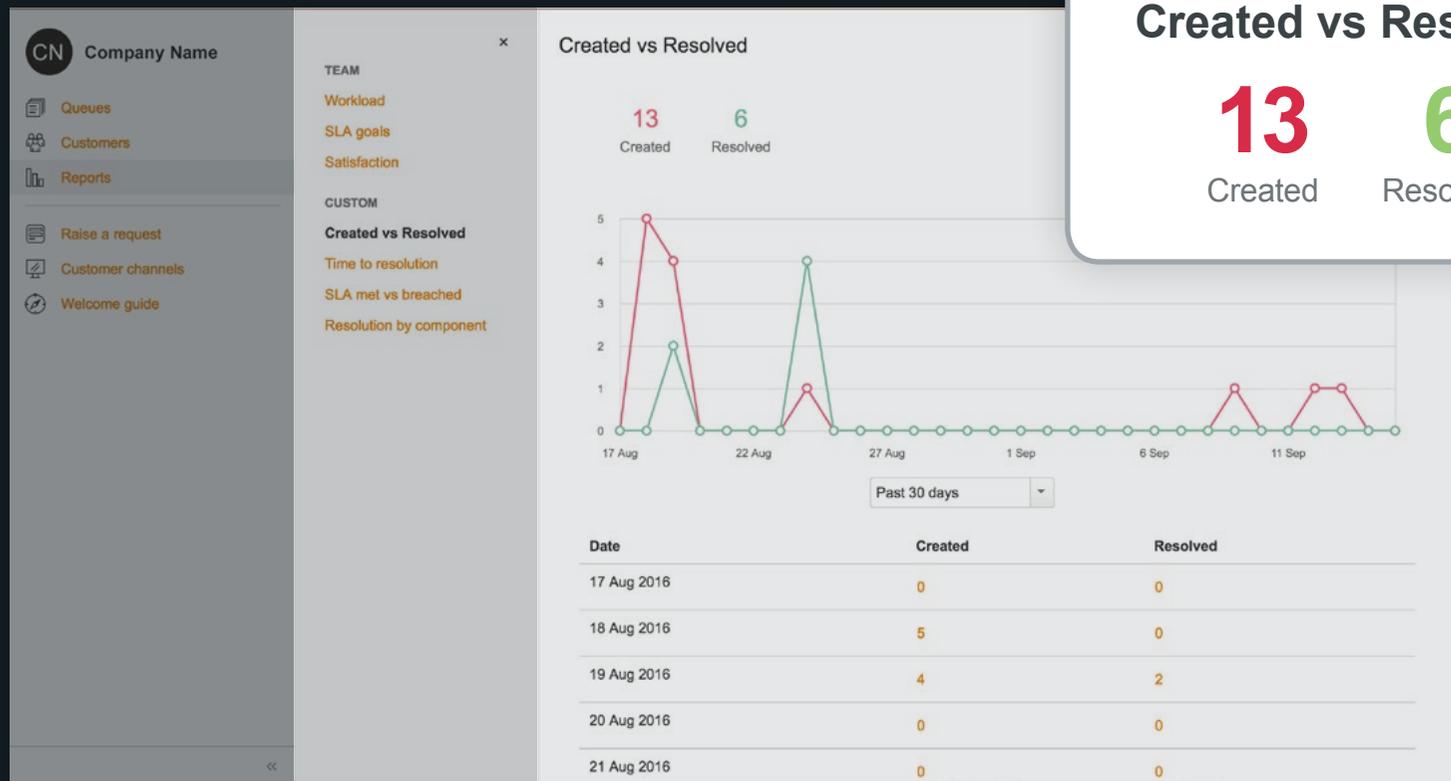
Versatile

- Can be integrated with other in-situ ticketing systems

Automatically generated intelligence stored with ticket

- Reverse and forward trajectories
- Monitoring snapshot
- Model snapshot

Automated reporting of trends and summary statistics



Created vs Resolved

13

Created

6

Resolved

Automated reports

- Reports automatically generated as tickets are generated

The reports you need

- Custom report builder to supplement default reports

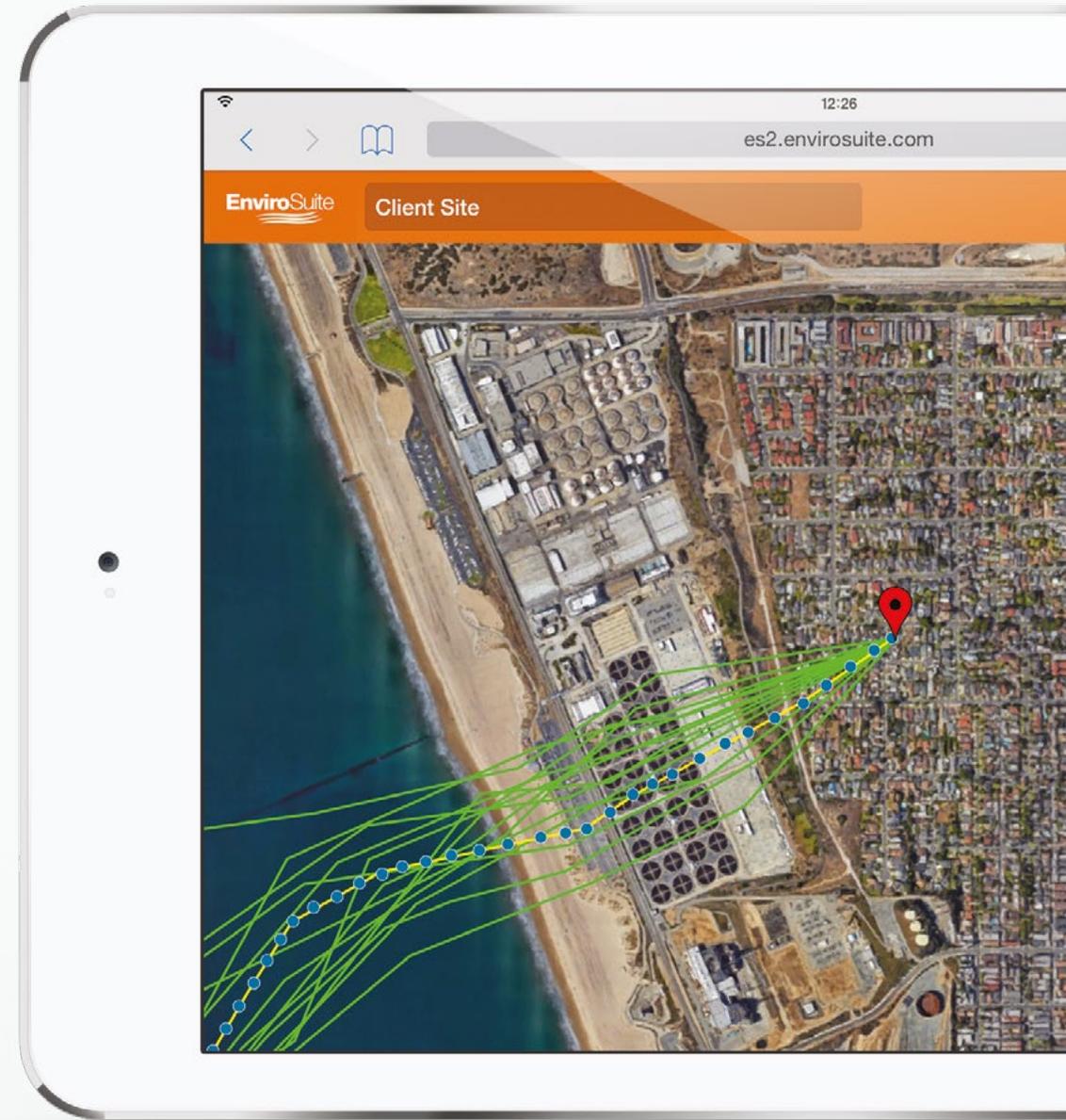
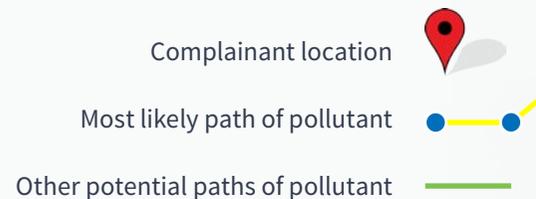
Backtracking

Identify the source of the issue with automatically generated reverse trajectory modelling.

Backtrack pathways are automatically generated when a complaint is received, so you can instantly identify the source of an air quality or odour issue. Backtrack pathways are attached to every ticket for easy reference.

Avoid unnecessary investigations

By identifying the source of the issue you can decide whether or not an investigation is required, avoiding many hours of wasted investigation time.



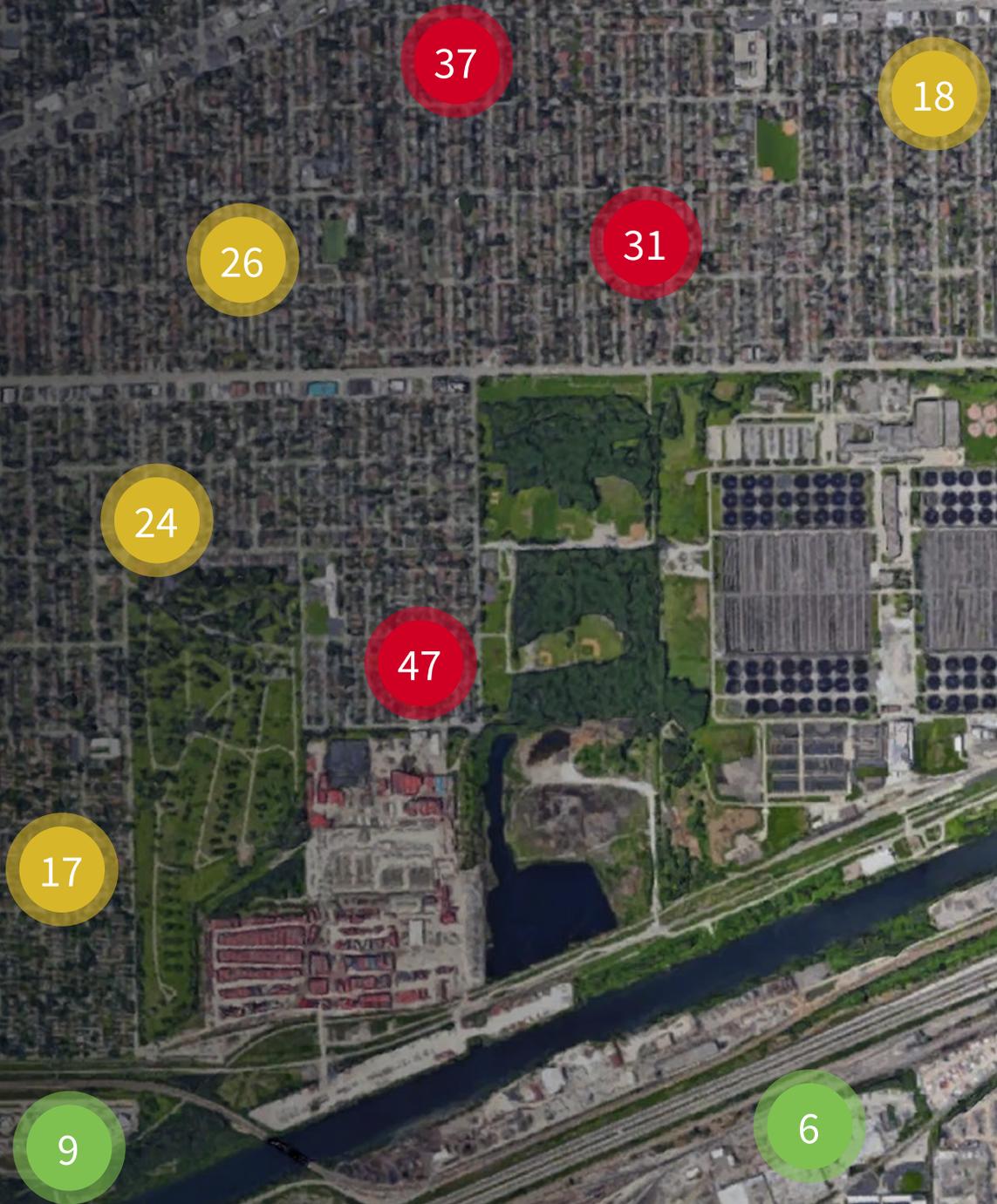
Complaint Risk Hotspots

Visualise key areas of concern with hotspot risk mapping.

Use hotspot information to understand trends and the source of issues that lead to complaints.



Alternative heat map visualisation



Forward Tracking

Identify areas at risk before an incident occurs with 'forward tracking'

Forewarn communities of potential issues.

Example work flow

1. An alert is generated from a monitoring location
2. Predicted forward trajectory pathway is automatically modeled
3. Pathway can be used to identify if off-site impacts are imminent
4. Issue forewarning and alert decision makers, if required.



World leading software backed by scientific expertise

EnviroSuite is an integral part of operations for a range of well known businesses across Asia-Pacific, Europe and the Americas.



Some commonly asked questions

Do you supply monitoring equipment?

Many of EnviroSuite's features can be accessed without the need for new hardware. Where hardware is required, EnviroSuite can be integrated with your existing monitoring network or something suitable for your situation can be recommended. We are not financially affiliated with hardware providers so we will recommend a solution that is best to meet your challenges.

Where is the data stored – is it secure?

EnviroSuite runs on Amazon Web Services (AWS). EnviroSuite uses stringent security protocols to protect your data, similar to those used by financial institutions. Our Data Security fact sheet describes these policies further.

Is there ongoing support?

Yes, as a SaaS product EnviroSuite comes with a support service to ensure that any of the rare issues that might occur are expertly and quickly addressed. The system reliability is excellent, and support is usually directed to help explain some of the many useful features that are available.

EnviroSuite can also be delivered as a bundled service, whereby our partners can deliver any monitoring hardware, data comms or associated consulting as part of a vertical solution package.

How do I install EnviroSuite?

EnviroSuite does not require any installation. All you need is an internet connection and your PC, tablet or smartphone.

How is EnviroSuite different from other compliance software solutions?

EnviroSuite goes beyond compliance software. The power of EnviroSuite is in the capture, storage and analysis of real-time data and forecasting abilities, giving it unique application to evolving operational issues. In addition to compliance, the user has powerful tools to respond quickly to alerts, minimise or avoid off-site impacts and hence, be a good neighbour.

Can you really predict environmental impacts?

Yes. Many environmental impacts are driven by the weather and with our site-specific, high resolution weather forecasting tools, we can predict not only the weather but related impacts such as water quality, air quality and odour before they happen so that you can take action before incidents and events occur.

Where does EnviroSuite get its “forecast” data, and what is its accuracy?

Weather forecasts are automatically generated using the internationally-recognised WRF mesoscale

meteorological model. Since EnviroSuite uses AWS to run the modeling system, EnviroSuite can achieve higher resolution model outputs than are typically possible otherwise. EnviroSuite meteorologists validate model results regularly to ensure optimum accuracy and performance. Model configurations are set by experienced meteorologists.

What does it cost and what is the potential ROI?

The financial benefits of EnviroSuite vary according to the nature of the risks being managed. The benefits comprise tangible effects such as reduced operating costs or improved scheduling, and intangibles such as improved social licence to operate.

As an example, for an outlay of \$100,000 per year per site (excluding initial monitoring system installation) an EnviroSuite solution across two wastewater treatment plants produced a \$700,000 return in one year through improved odor management, reduced plant operating costs, efficient complaints resolution, and avoided degradation to asset health. This did not include any of the intangible benefits of improved community relations, for example.

Can past data be readily accessed?

Yes, archived data is easily accessible via on-screen timeline analysis or automated reports or can be exported to other applications.

Next Steps?

Get in touch to arrange
a demonstration today

For sales enquiries

enquiries@envirosuite.com

Interested in our partner program?

partners@envirosuite.com