

tImNEXUS is a professional services company that provides bespoke web-based software solutions that help our clients improve productivity and service delivery.

A listed supplier on MOD FATS/3 (Framework Agreement for Technical Support) and an ISO 9001:2000 company, tImNEXUS works closely with our clients to devise a solution that really works for them, taking time to understand the unique challenges they face on a day-to-day basis, and developing a system that embraces and enhances their culture and best practice, yet improves access to information and knowledge share.

Our internal team consists of dedicated software developers, project managers and business analysts, many of whom are Microsoft and Prince2 certified and possess Masters degrees in a variety of subjects including Information Systems. They thrive on innovative problem solving, excellence, and harnessing new technologies to get the best for our customers.

RESOLVE

Electronic Issue Management

You currently use a local Access database and a mix of e-mail, PDF and hard copies to manage the product issues that affect your airworthiness and safety. However, it doesn't always enable you to view or prioritise the issues as quickly or efficiently as you would like. Limited in its capability, the system can't provide the project team with one clear picture of the key issues and their associated actions, and leads to unnecessary error and delay.

This approach to managing issues isn't effective but it is a common way of working. Teams struggle on simply because it is 'the way they have always done it,' and no one has suggested a viable alternative. Until now...

This is Resolve

Resolve has been developed by tImNEXUS specifically for DE&S and enables the complete management of issues from initial recording through to final change and implementation.

Resolve will...

- Give 'one clear view' of all actions relating to key issues
- Demonstrate clearly what needs to be done and by who to get a priority issue resolved
- Allow issue information and timelines to be easily shared between colleagues and partners locally, nationally and around the world
- Provide a complete audit trail and repository for every issue, enabling teams to track the evidence, notes, documents and communications that accompany each step in the process
- Help your project team to better manage and mitigate any potential risks to their key products
- Provide detailed occurrence information to safety teams to assist with their risk assessment activities
- Support better quality information and decision-making in the process

Squadron Leader Roy Southall – Typhoon EA SO6: "Our Access based issue management system was heavily reliant on colleagues trusting each other to do the right thing, but there was no clear visibility of who was doing what. Resolve is simple to use, designed around team processes and offers one clear view of all actions assigned to an issue. We are now making faster and better decisions about which issues need prioritising and which don't."

For more information call 0845 6774480 or e-mail enquiries@tImnexus.com