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## RE: Trigger Data - Updated Case Management Project Deck - 7th January Meeting Follow-up

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From Olivia Wallace <Olivia.Wallace@porterbrook.co.uk>

Date Wed 1/21/2026 12:01 PM

To Steven Das <Steven.das@trigger.software>

Cc Joe Wilson <Joe.Wilson@porterbrook.co.uk>; Reinoud Baker <reinoudbaker@gmail.com>; Tristan Gerhold <Tristan@trigger.software>; Jacob Stephenson <Jacob.Stephenson@porterbrook.co.uk>; Reinoud Baker <Reinoud.baker@trigger.software>

Hi Steven,

Thanks for the updates, please can we get a conversation in as soon as possible on the volume of alerts that are coming through? The system isn't usable in its current form so this needs to be refined ahead of final release.

### Clarification on point 4 below:

An **ALERT** is generated in the RCM system (or specific ones made up in PBK's data environment), made up when the values of certain **SIGNALS** meet specified thresholds. The **ALERT** is then stored in PBK's database. The **TRACE** shows the **SIGNALS** that make up the **ALERT** when the **ALERT** occurs.

Each **CASE** is generated/ created based on the insights gained from the analysis of **ALERTS** and their associated **TRACES**. It is desirable to be able to link an **ALERT** to a **CASE** or even multiple **CASES** in order to provide context to said **CASE**. This streamlines production and analysis of **CASES** by being able to directly view the **TRACE** associated with an **ALERT** in the **CASE** view.

Due to the extremely high amount of **ALERTS**, manually linking each one to a **CASE** is not feasible. Therefore, we need a system to review the **ALERTS**, and automatically assign them to **CASES**. Furthermore, as **ALERTS** can be used to auto-generate a **CASE**, this needs doing anyway. (The logic when a case should be autogenerated still needs to be worked out, and will be complex, meaning we need to be able to tune this over time).

On some occasions, an **ALERT** that is automatically linked to a **CASE** will be wrong, therefore we need to be able to unlink them. This information should be recorded, as it will be useful for reviewing the parameters that linked them together in the first place.

Regards

**Olivia Wallace**  
Digital Programme Manager

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From: Steven Das <Steven.Das@trigger.software>

Sent: 20 January 2026 16:13

**To:** Olivia Wallace <Olivia.Wallace@porterbrook.co.uk>

**Cc:** Joe Wilson <Joe.Wilson@porterbrook.co.uk>; Reinoud Baker <reinoudbaker@gmail.com>; Tristan Gerhold <Tristan@trigger.software>; Jacob Stephenson <Jacob.Stephenson@porterbrook.co.uk>; Reinoud Baker <Reinoud.baker@trigger.software>

**Subject:** Re: Trigger Data - Updated Case Management Project Deck - 7th January Meeting Follow-up

Hi Olivia,

Thank you for the feedback. I wanted to address each of the points you raised:

### 1. System Performance

The system is processing slower due to the large volume of alerts raised by Instrumentel. Previously, when we were using mock data, we pruned this back to be approximately 100x fewer records. The current count is approximately 1.8 million alerts, which seems too many to extract meaningful insights from in the first place, but this is not helped by the size of the database that we are reusing. We will investigate optimisation strategies to improve performance for the next release, however, a consideration needs to be given to the number alerts being raised.

### 2. Navigation After Actions

Our front-end engineer has looked into the issue regarding actions redirecting you back to the home page and will get these changes deployed by 22nd January 2026.

### 3. Delay Prevented/Labour Hours Input

With regards to the ability to input delay prevented and labour hours when closing a case, we are targeting delivery by 26th January 2026.

### 4. Traces Linking to Cases

Having discussed "traces need to link to case specifically" with the rest of the team, we would like some clarification. A trace is the plot of the related signal, and each alert can have multiple signals. Feasibly speaking, we are unable to link a trace directly to a case.

The current architecture is:

- **Alert** → has multiple **Signals**
- **Trace** → visualisation of a **Signal**
- **Case** → can be linked to multiple **Alerts**

Could you clarify what functionality you are looking for?

### 5. Case History

Regarding case history, we will coordinate with Joe to better understand what is meant by this and how we could potentially resolve it.

Please let me know if you have any questions or would like to discuss any of these points further.

Many thanks,

Steven

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**From:** Olivia Wallace <[Olivia.Wallace@porterbrook.co.uk](mailto:Olivia.Wallace@porterbrook.co.uk)>  
**Sent:** Tuesday, January 20, 2026 12:36 PM  
**To:** Steven Das <[Steven.das@trigger.software](mailto:Steven.das@trigger.software)>  
**Cc:** Joe Wilson <[Joe.Wilson@porterbrook.co.uk](mailto:Joe.Wilson@porterbrook.co.uk)>; Reinoud Baker <[reinoudbaker@gmail.com](mailto:reinoudbaker@gmail.com)>; Tristan Gerhold <[Tristan@trigger.software](mailto:Tristan@trigger.software)>; Jacob Stephenson <[Jacob.Stephenson@porterbrook.co.uk](mailto:Jacob.Stephenson@porterbrook.co.uk)>; Reinoud Baker <[Reinoud.baker@trigger.software](mailto:Reinoud.baker@trigger.software)>  
**Subject:** RE: Trigger Data - Updated Case Management Project Deck - 7th January Meeting Follow-up

Hi Steven,

Thank you for the updates they're helpful.

Some points below for awareness, hopefully these are already on your radar for improvements to be made:

- System is processing much slower compared to when mock data was present, this needs to improve from a user journey perspective
- When completing any action e.g completing a case/reopening a case, you're taken off the case page and back to the home page, improvements required from a user journey perspective
- When completing a case, we need a 'input delay prevented/labour hours' data input
- Traces need to link to cases specifically
- Case history doesn't seem to be correct currently

Let me know if you have any questions on the above.

Regards

**Olivia Wallace**

Digital Programme Manager

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**From:** Steven Das <[Steven.Das@trigger.software](mailto:Steven.Das@trigger.software)>  
**Sent:** 20 January 2026 10:32  
**To:** Olivia Wallace <[Olivia.Wallace@porterbrook.co.uk](mailto:Olivia.Wallace@porterbrook.co.uk)>  
**Cc:** Joe Wilson <[Joe.Wilson@porterbrook.co.uk](mailto:Joe.Wilson@porterbrook.co.uk)>; Reinoud Baker <[reinoudbaker@gmail.com](mailto:reinoudbaker@gmail.com)>; Tristan Gerhold <[Tristan@trigger.software](mailto:Tristan@trigger.software)>; Jacob Stephenson <[Jacob.Stephenson@porterbrook.co.uk](mailto:Jacob.Stephenson@porterbrook.co.uk)>; Reinoud Baker <[Reinoud.baker@trigger.software](mailto:Reinoud.baker@trigger.software)>  
**Subject:** Re: Trigger Data - Updated Case Management Project Deck - 7th January Meeting Follow-up

Hi Olivia,

I wanted to update you that we successfully completed the production deployment for Case Management late last night.

The Case Management functionality is now live with real data. As mentioned in my previous email, there may still be some bugs that require fixing, which we will address before the next release (26th January 2026) along with the finalised access controls.

Please find attached the open items log detailing any remaining work and outstanding tasks.

If you have any questions or encounter any issues with the deployment, please do not hesitate to reach out.

Many thanks,

Steven

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**From:** Steven Das <[Steven.Das@trigger.software](mailto:Steven.Das@trigger.software)>  
**Sent:** Monday, January 19, 2026 1:44 PM  
**To:** Olivia Wallace <[olivia.wallace@porterbrook.co.uk](mailto:olivia.wallace@porterbrook.co.uk)>  
**Cc:** Joe Wilson <[joe.wilson@porterbrook.co.uk](mailto:joe.wilson@porterbrook.co.uk)>; Reinoud Baker <[reinoudbaker@gmail.com](mailto:reinoudbaker@gmail.com)>; Tristan Gerhold <[Tristan@trigger.software](mailto:Tristan@trigger.software)>; Jacob Stephenson <[Jacob.Stephenson@porterbrook.co.uk](mailto:Jacob.Stephenson@porterbrook.co.uk)>; Reinoud Baker <[Reinoud.baker@trigger.software](mailto:Reinoud.baker@trigger.software)>  
**Subject:** Re: Trigger Data - Updated Case Management Project Deck - 7th January Meeting Follow-up

Hi Olivia,

I wanted to provide you with an update regarding today's production release for Case Management.

## **Deployment Schedule**

We are aiming to complete the production deployment by the end of today, 19th January 2026, as per our original timeline. However, please be aware that data may appear incorrect during the deployment process whilst we complete the updates. Additionally, there may still be bugs that require fixing, which we can remedy in the next release (26th January 2026).

We propose to commence the downtime at approximately 16:00 today. We will endeavour to minimise the disruption and will notify you once the system is back online and fully operational.

## **Post-Deployment**

Following the deployment, the Case Management functionality will be live with real data (replacing the mock data currently visible).

Please note that the finalised access controls will be included in the next release (26th January 2026).

Regarding outstanding tasks, I will create an up to date open items log with any remaining work and pass this on to you before the end of the day.

Please let me know if you have any concerns or questions.

Many thanks,

Steven

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**From:** Steven Das <[Steven.Das@trigger.software](mailto:Steven.Das@trigger.software)>  
**Sent:** Tuesday, January 13, 2026 4:45 PM  
**To:** Olivia Wallace <[Olivia.Wallace@porterbrook.co.uk](mailto:Olivia.Wallace@porterbrook.co.uk)>

**Cc:** Tristan Gerhold <[Tristan@trigger.software](mailto:Tristan@trigger.software)>; Reinoud Baker <[Reinoud.baker@trigger.software](mailto:Reinoud.baker@trigger.software)>; Jacob Stephenson <[Jacob.Stephenson@porterbrook.co.uk](mailto:Jacob.Stephenson@porterbrook.co.uk)>; Joe Wilson <[Joe.Wilson@porterbrook.co.uk](mailto:Joe.Wilson@porterbrook.co.uk)>

**Subject:** Re: Trigger Data - Updated Case Management Project Deck - 7th January Meeting Follow-up

Hi Olivia,

Please find the following progress report regarding the Case Management functionality:

### Access Details

- **Production Link:** <https://frp.porterbrook.co.uk/>
- **Credentials:** Please use your existing login details.

### Technical Notes

- **Navigation Issue:** If the "Case Management" item does not appear in your menu, clearing your browser cookies and refreshing the page should resolve the issue.
- **Access Controls:** We are currently segregating access for FRP, Case Management, and the upcoming Engine Idling pages. While all current users can view Case Management for now, finalised access controls will be implemented for the release on Monday, January 19th.

### Development Status

- **Alerts Page:** We are still refining the alerts tab in the detailed view; you may notice some inconsistent behaviour in this section.
- **Data:** The page currently displays mock data. We are in the process of swapping this for live data ahead of the January 19th release.

Please let me know if you or the team have any questions.

Many thanks,

Steven

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**From:** Olivia Wallace <[Olivia.Wallace@porterbrook.co.uk](mailto:Olivia.Wallace@porterbrook.co.uk)>

**Sent:** Tuesday, January 13, 2026 9:14 AM

**To:** Steven Das <[Steven.das@trigger.software](mailto:Steven.das@trigger.software)>

**Cc:** Tristan Gerhold <[Tristan@trigger.software](mailto:Tristan@trigger.software)>; Reinoud Baker <[Reinoud.baker@trigger.software](mailto:Reinoud.baker@trigger.software)>; Jacob Stephenson <[Jacob.Stephenson@porterbrook.co.uk](mailto:Jacob.Stephenson@porterbrook.co.uk)>; Joe Wilson <[Joe.Wilson@porterbrook.co.uk](mailto:Joe.Wilson@porterbrook.co.uk)>

**Subject:** RE: Trigger Data - Updated Case Management Project Deck - 7th January Meeting Follow-up

Hi Steven,

Thanks for this, we will use it for our testing process.

Please could you add a tab with the link to the IntelliRail dev portal and any other details we need relating to this. When can we expect to receive the link?

Regards

**Olivia Wallace**

**Digital Programme Manager**

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**From:** Steven Das <[Steven.Das@trigger.software](mailto:Steven.Das@trigger.software)>

**Sent:** 12 January 2026 10:18

**To:** Olivia Wallace <[Olivia.Wallace@porterbrook.co.uk](mailto:Olivia.Wallace@porterbrook.co.uk)>

**Cc:** Tristan Gerhold <[Tristan@trigger.software](mailto:Tristan@trigger.software)>; Reinoud Baker <[Reinoud.baker@trigger.software](mailto:Reinoud.baker@trigger.software)>; Jacob Stephenson <[Jacob.Stephenson@porterbrook.co.uk](mailto:Jacob.Stephenson@porterbrook.co.uk)>; Joe Wilson <[Joe.Wilson@porterbrook.co.uk](mailto:Joe.Wilson@porterbrook.co.uk)>

**Subject:** Re: Trigger Data - Updated Case Management Project Deck - 7th January Meeting Follow-up

Morning Olivia,

I have attached the user acceptance testing log for your review.

Best regards,

Steven

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**From:** Steven Das <[Steven.Das@trigger.software](mailto:Steven.Das@trigger.software)>

**Sent:** Friday, January 9, 2026 9:56 AM

**To:** Joe Wilson <[Joe.Wilson@porterbrook.co.uk](mailto:Joe.Wilson@porterbrook.co.uk)>  
**Cc:** Tristan Gerhold <[Tristan@trigger.software](mailto:Tristan@trigger.software)>; Reinoud Baker <[Reinoud.baker@trigger.software](mailto:Reinoud.baker@trigger.software)>; Jacob Stephenson <[Jacob.Stephenson@porterbrook.co.uk](mailto:Jacob.Stephenson@porterbrook.co.uk)>; Olivia Wallace <[olivia.wallace@porterbrook.co.uk](mailto:olivia.wallace@porterbrook.co.uk)>  
**Subject:** Re: Trigger Data - Updated Case Management Project Deck - 7th January Meeting Follow-up

Good morning Joe,

Thank you for the related signals list; this is very helpful.

Regarding the threshold configuration, my initial thoughts are that building a system for you to adjust these values autonomously is not a trivial task and would require significant additional development time.

I will discuss this with Reinoud and Tristan to assess the effort involved. We will aim to propose a solution early next week on how best to support your iterative refinement process.

I look forward to hearing the outcomes of your workshop.

Many thanks,

Steven

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**From:** Joe Wilson <[Joe.Wilson@porterbrook.co.uk](mailto:Joe.Wilson@porterbrook.co.uk)>  
**Sent:** Friday, January 9, 2026 8:36 AM  
**To:** Steven Das <[Steven.das@trigger.software](mailto:Steven.das@trigger.software)>; Olivia Wallace <[Olivia.Wallace@porterbrook.co.uk](mailto:Olivia.Wallace@porterbrook.co.uk)>  
**Cc:** Tristan Gerhold <[Tristan@trigger.software](mailto:Tristan@trigger.software)>; Reinoud Baker <[Reinoud.baker@trigger.software](mailto:Reinoud.baker@trigger.software)>; Jacob Stephenson <[Jacob.Stephenson@porterbrook.co.uk](mailto:Jacob.Stephenson@porterbrook.co.uk)>  
**Subject:** RE: Trigger Data - Updated Case Management Project Deck - 7th January Meeting Follow-up

Good morning Steven,

Please see attached 'related signals' list. This shows each event we have in PI as well as what signals should be displayed on that events trace.

The thresholding values (for example, how many low boost events before a case is proposed etc.) will still need to be worked out. How easy is it to set these thresholds? Is there a simple way to enter different values for each event, so it can be tweaked easily? I imagine it will take a fair bit of iteration to perfect these and it would be good if I could do that autonomously (or close to).

I will try hold a workshop next week with a couple of engineers who are experienced in using RCM and we will put our thoughts together on initial values.

Cheers

Joe

**Joe Wilson**

**Digital Systems Engineer**

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**From:** Steven Das <[Steven.Das@trigger.software](mailto:Steven.Das@trigger.software)>  
**Sent:** 08 January 2026 16:55  
**To:** Olivia Wallace <[Olivia.Wallace@porterbrook.co.uk](mailto:Olivia.Wallace@porterbrook.co.uk)>  
**Cc:** Tristan Gerhold <[Tristan@trigger.software](mailto:Tristan@trigger.software)>; Reinoud Baker <[Reinoud.baker@trigger.software](mailto:Reinoud.baker@trigger.software)>; Jacob Stephenson <[Jacob.Stephenson@porterbrook.co.uk](mailto:Jacob.Stephenson@porterbrook.co.uk)>; Joe Wilson <[Joe.Wilson@porterbrook.co.uk](mailto:Joe.Wilson@porterbrook.co.uk)>  
**Subject:** Re: Trigger Data - Updated Case Management Project Deck - 7th January Meeting Follow-up

Some people who received this message don't often get email from [steven.das@trigger.software](mailto:steven.das@trigger.software). [Learn why this is important](#)

Hi Olivia,

Thank you for providing the train schematic links – these will be very helpful for the project.

As mentioned in my previous email, please find attached the formal change request (T0085\_PCR\_01) for the navigation menu relocation and IAM updates.

The change request outlines the scope, rationale, and impact of restructuring the navigation hierarchy to accommodate the IntelliRail rebrand and improved user experience.

Please review the document at your convenience. If you require any clarification or have questions regarding the change request, please let me know.

Best regards,

Steven

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**From:** Olivia Wallace <[Olivia.Wallace@porterbrook.co.uk](mailto:Olivia.Wallace@porterbrook.co.uk)>  
**Sent:** Thursday, January 8, 2026 4:26 PM  
**To:** Steven Das <[Steven.das@trigger.software](mailto:Steven.das@trigger.software)>  
**Cc:** Tristan Gerhold <[Tristan@trigger.software](mailto:Tristan@trigger.software)>; Reinoud Baker <[Reinoud.baker@trigger.software](mailto:Reinoud.baker@trigger.software)>; Jacob Stephenson <[Jacob.Stephenson@porterbrook.co.uk](mailto:Jacob.Stephenson@porterbrook.co.uk)>; Joe Wilson <[Joe.Wilson@porterbrook.co.uk](mailto:Joe.Wilson@porterbrook.co.uk)>  
**Subject:** RE: Trigger Data - Updated Case Management Project Deck - 7th January Meeting Follow-up

Hi Steven,

Please see links to images below, Joe will provide the rest of the information tomorrow.

[https://en.wikipedia.org/wiki/East\\_Midlands\\_Railway](https://en.wikipedia.org/wiki/East_Midlands_Railway)

[https://en.wikipedia.org/wiki/Northern\\_Trains](https://en.wikipedia.org/wiki/Northern_Trains)

I am off tomorrow so will sign off the CR on Monday.

Regards

**Olivia Wallace**

**Digital Programme Manager**

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**From:** Steven Das <[Steven.Das@trigger.software](mailto:Steven.Das@trigger.software)>  
**Sent:** 08 January 2026 12:20  
**To:** Olivia Wallace <[Olivia.Wallace@porterbrook.co.uk](mailto:Olivia.Wallace@porterbrook.co.uk)>  
**Cc:** Tristan Gerhold <[Tristan@trigger.software](mailto:Tristan@trigger.software)>; Reinoud Baker <[Reinoud.baker@trigger.software](mailto:Reinoud.baker@trigger.software)>; Jacob Stephenson <[Jacob.Stephenson@porterbrook.co.uk](mailto:Jacob.Stephenson@porterbrook.co.uk)>; Joe Wilson <[Joe.Wilson@porterbrook.co.uk](mailto:Joe.Wilson@porterbrook.co.uk)>  
**Subject:** Trigger Data - Updated Case Management Project Deck - 7th January Meeting Follow-up

Hi Olivia,

Thank you for taking the time to meet with us yesterday to review the Case Management project progress. We appreciate your valuable feedback and the constructive discussion around the additional requirements.

Following our meeting, we have updated the project deck to reflect the changes and requirements discussed. Please find the updated project deck attached for your review.

Next Steps:

- Release 1 Dev Testing: 12th January 2026
- Release 2 Production Release: 19th January 2026
- Critical dependencies: Vehicle images by 9th January to avoid impacting production timeline, vehicle-to-car mapping logic, and signal list for alert types

We will be sending through the formal change request (T0085\_PCR\_01) for the navigation menu relocation and IAM updates by the end of today for your review and approval.

If you have any questions or require further clarification on any of the updates, please don't hesitate to reach out.

Best regards,

Steven

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