Irth

811 TICKET MANAGEMENT

The Most Efficient 811 Ticket Management System Available

Powerful Benefits of Using Irth for Your 811 Ticket Management System

Integration with Every One Call Center

Nobody on Earth has our experience handling one call tickets. Irth offers an accurate and proven integration with every one call center in North America, so there's never any missing data on your ticket.

Unparalleled Insight into Risk

Data collected during damage prevention activities such as locate audits and field meets is used in our platform to give unparalleled visibility into risk. Incorporate other external data sets into your risk profile to ensure that all risk factors are properly accounted for.

Flexible Reporting

Use data collected in our platform to create your own numeric reports. Identify trends and report on field activities from internal users and external contract locators.

Scability

Our customers use Irth to process 53 million one call tickets per year. Our platform scales to your needs whether you process 150 or 12 million tickets annually.

Visibility

Our platform improves operational visibility because it brings critical information to your internal teams. Irth can automatically create internal and external notifications based upon multiple criteria.

Configurability

With Irth, you can configure your excavator and one call center positive responses based upon risks to your infrastructure. Easily set up excavator email notifications through our HTML message templates.

Reliability

With a rolling year average of 99.95% uptime and availability, you can count on Irth to be there for your damage prevention efforts.

Complete Damage Prevention Suite

We partner with the best and largest damage prevention experts in the industry to provide a full-featured suite of solutions and offerings. From the critical hub of 811 ticket management, we support many damage prevention activities including damage investigations, locate audits, monitoring/standby visits, field meets and more.

Reduce Risk and Prevent Damages with Irth's Powerful Apps

Our apps provide additional capabilities and insight into your workflow and assets. All apps work seamlessly with our platform and allow users to gain visibility into their daily operations.

Monitoring

Automatically trigger a monitoring activity to ensure excavation is performed accurately and safely.

Locate Audit

Capture and score locates, identify technician training gaps, optimize field resources and improve the accuracy of locate services and mapping.

Pre-Excavation Checklist

Ensure technicians are following regulations and processes with the Pre-Excavation Checklist app.

Damage Investigation

Collect data on critical damage, near misses and more to help improve safety and overall processes.

811 Ticket Management Features

- Comprehensive one call ticket management
- Automated ticket screening, routing and dispatching
- Automated positive response
- Accurate geo-location mapping and map layers viewable while online or offline

- Document and image attachments
- Mobile optimized – any device or OS
- Flexible, admin-defined apps for data capture
- Automated, customizable workflows

- Work portal for tasks, alerts and notifications
- Reporting and analytics
- Seamless integrations with internal and external systems
- Locate accuracy and training utilizing virtual reality

Learn More Today

To request a demo or to learn more about our platform:

▸ Visit www.irthsolutions.com | ☎ Call 614.784.8000

✷ Irth