GRC On-Demand: Incident Management

Record all events, track investigations, control causes, and report on all types of incidents throughout the business.
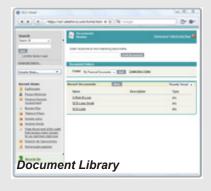
Typical Users:

- **Risk Management Department**
- **Security & Investigations Staff**
- **Safety, Health, Environment, and Quality Personnel**
- **Claims Handlers**
- **Senior Management for Reporting**

Key Features

- **Upload documents and photos**
- **Mobile access from anywhere**
- **Create custom screens and fields**
- **Define workflows for each incident type**
- **Monitor incident visibility with security rules**
- **Integrate with other SCS applications**
- **Link to staff databases**
- **Integrate with other investigation software**
- **Fully transparent workflows**
- **Multi-lingual translations**
- **Full audit trail**

Document Library

SCS Incident Management centralizes all incident information and provides for full and comprehensive investigation and reporting. The application allows you to record, manage, and track any type of incident through to complete resolution. Through the use of customized workflows and best-practice standards, SCS Incident Management is an efficient way to collate and manage all incidents across the business. Comprehensive dashboards tailored to each user provide real-time statistics and case tracking.

Drive Enterprise GRC

Users have the ability to record incidents occurring anywhere within the organization. All risk events are logged and continually tracked through to full case closure. This standard and transparent process for incident management promotes best-practice corporate governance.

Best-Practice Risk Management

A complete case management process with user-defined workflows is driven for each incident logged in the system. Rules can be defined to assign investigators based on incident type and also to manage approvals. Tasks can be automatically assigned to the responsible individuals and root cause analysis performed on each case. In this way control failures are identified and remedied.

Dashboards for Investigators

Pre-built dashboards for investigators show all assigned cases, current actions, and due dates. Managers are able to view investigator progress, current incident status and outstanding actions. Executives can analyze incident costs and impacts across all business areas.

Incident Dashboard

Confident Reporting

Responses to executive management, external auditors, regulators and other stakeholders are made with full confidence in their accuracy and relevance. All information in the software has a full audit trail and is organized in a comprehensive and easy-to-understand format. This transparent framework allows you to be confident of the correctness of all reported data, while the built-in GRC workflows ensure that all appropriate approvals and sign-offs are taken to completion.

Hosted Platform

All SCS solutions are hosted on the world-class Force.com platform. Simply access the software through the internet for a fast, secure, and reliable experience. The Force.com platform has over 2 million daily users and over 75,000 companies relying on its services. There is no need for installation, no expensive servers, easy access from many devices, and seamless upgrades all of which provide for a faster return on investment.

Benefits:

- **No installations or servers**
- **Certified ISO27,001 security**
- **Simple integration with other enterprise solutions**
- **Easy collaboration in one platform**
- **Infinitely scalable**
- **No massive capital outlay, fast ROI**
- **Easily customized**
- **Seamless upgrades**

Custom Reports & Dashboards

Check out any of the more than 50 standard system reports, or build your own with the easy-to-use report builder. Save reports for other users to view, export to Excel, and design your own dashboards, charts and graphs.

Record All Incidents
Log incidents from anywhere in the organization through an easy-to-use web interface which can be opened to all employees.

Track Investigations
Dynamic reporting structure allows for managers to track their investigator's progress on all cases in one central dashboard environment.

Aggregated Dashboards
View all incident information across the business in a series of comprehensive dashboards. Drill-down by area, incident type, or any other field.

Manage All Incident Types
Store customized information for financial, operational, reputational, security/crime, and many other incident types.

Response Procedures
Build a library of standard response procedures to handle all types of incidents. Automated workflow then initiates the appropriate response for each incident.

Investigation Workflows
Define custom workflows for assigning incidents, monitoring progress, resolving cases, and escalating non-performance.

Root Cause Analysis
Investigate and determine the true cause of each and every incident with a best-practice root cause analysis process fully built-in.

GIS Integration
View your incidents on a variety of Geographic Information Systems (GIS). Analyze cluster maps for similar incidents, zoom to street level, and map your locations/sites.

Comply With Regulations
Built-in best-practices to ensure compliance to regulations and other requirements are met. Transparent investigation process with a full audit trail.

Integrate With Risk Data
All GRC On-Demand applications fully integrate allowing you to link incidents back to risks and failed controls. Also integrate with external systems.

SCS