



# OnSolve Incident Management

Reduce impact of IT disruptions on patient care

Today's healthcare facilities are under tremendous pressure to keep critical IT systems operating to reduce impact on patient care. The rate of technology incidents is accelerating for healthcare organizations of all sizes.

This means the safety and security of your medical personnel, patients, places, property, reputation and supply chains can be threatened unexpectedly.

Yet, many healthcare facilities operate with multiple siloed systems that don't talk to each other, creating gaps that delay a fast, efficient incident response. Delivering excellent care depends on stable and secure networks and user technology. Incident management capabilities will help you minimize disruptions and get systems back online faster.

## What is OnSolve® Incident Management?

OnSolve Incident Management is a mobile-centric platform that streamlines and automates response processes, response teams and critical information flows, so you can react and resolve incidents faster.

Through our close partnership with Groupdolists®, OnSolve has reinvented incident response with revolutionary simplicity, wherever you are and whenever you need it. OnSolve Incident Management provides the capabilities you need to assemble all hands on deck in response to service disruptions, seamlessly coordinate a targeted team or conduct post-event analysis.

**OnSolve Incident Management is ideal for:**



Emergency Response



Incident Response



Physical Security and Security Operations



Business Continuity



Compliance and Control



Training and Exercise

# Why OnSolve

Now you can provide your healthcare organization with major incident management, ensuring your response is instant and your healthcare facilities can return to normal as quickly as possible.

## Speed

Allows immediate access to business continuity strategies from mobile devices, so you can activate and share easily. Real-time updates enable faster decisions, and the audit trail permits rapid post-event reviews.

## Relevance

Pushes tasks to individuals or groups responsible for implementing appropriate plans and scenarios, ensuring the right people respond with the right responses at the right time.

## Usability

Allows interactive response plans to be easily updated and shared with team members, while also providing tools for training and certification, so you know your teams are prepared and in compliance.

## Activate. Accelerate. Resolve.

Unplanned downtimes cost many healthcare facilities an average of **\$208,600 in revenue loss**, due to the shift in focus from generating income to identifying, diagnosing and mitigating the failure.

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**With OnSolve Incident Management, you can mobilize teams with emergency response plans, ensuring rapid and effective recovery from any disruption, even major incidents.**

- Bring response teams together instantly and virtually
- Transform standard and emergency procedures into interactive workflows
- Keep response teams in sync during incidents and IT disruptions
- Bring latecomers and off-site teams up to speed quickly with whiteboard sessions
- Centralize coordination and communication
- Seamlessly integrate with OnSolve Critical Communications
- Document all activity chronologically for real-time insight and after-action analysis/auditing/reporting

## When Every Minute Counts™

A snowstorm knocks out your healthcare facility's power, causing local IT infrastructure to go offline. What's your next step?

With OnSolve Incident Management, healthcare IT teams bring management together via a mobile app for rapid decision-making. At the same time, they're able to alert the entire organization quickly and efficiently, using message templates to ensure all details are covered. Alerts are delivered via phone, email, text and through Slack and Teams channels.

By being proactive and keeping stakeholders informed about downtime, latency and any kind of IT outage or incident as soon as it occurs, they relieve the pressure of inbound call volume to the help desk and improve IT service management (ITSM) operations.

**Reduce mean-time-to-recovery (MTTR), minimize disruption and ensure patient safety with OnSolve Incident Management.**

[Learn more at onsolve.com.](https://onsolve.com)

