



Getting Started with
**OnSolve® Incident
Management** Powered
by GroupDoLists®





OnSolve Incident Management puts the power of business continuity, disaster recovery and crisis plans in your hands. With this combination, you can activate response teams quickly and accurately. When your organization is armed with the ability to make fast, informed decisions, you can better manage critical events and boost operational stability.

From day one, our experts are your experts. You're guaranteed ongoing support from implementation to onboarding and after you take command.

Here's a high-level look at what you can expect:

Phase 1



Start Your Implementation

During project kick-off, we'll review what we already know about your needs, get up to speed on any changes and go over how our experts will collaborate with you throughout the process:

You'll meet your dedicated OnSolve team, receive an overview of their backgrounds and complete a review of OnSolve Incident Management.

During the demo, you'll see the options available and the advantages this solution provides. We'll review the implementation timeline, including all deliverables, to ensure you understand the progression.

After answering all of your questions, we'll tailor a schedule of configuration meetings and training sessions that meets the needs of your various departments.



Phase 2

Coach Your Team

Now we help you create your account, configure your procedures and navigate your library. This process ensures you receive a customized fit:

Determine User Access — You'll identify roles and responsibilities so that all of your staff receive the correct training. We help you review your operations relative to your employee hierarchy so that everyone has access to the right system functionality to meet their goals.

Transcribe Plans — Now you're ready to adapt content from the Procedure Library and integrate your existing plans into the system. We walk you through this process to enable a seamless transition from your existing systems to OnSolve.

Review Optional Features — We review the options for additional customization so you can take advantage of add-on features that best meet the needs of your specific industry and your particular organizational structure.

Introduce the Mobile Application — We walk you through using the app until you're confident navigating it independently. The intuitive design of the interface makes this a refreshingly simple process.

Schedule Training sessions — Lastly, we'll schedule a 60-minute web training for administrators and a 30-minute web training for users. These sessions are limited to 25 participants each to ensure class sizes are small enough to effectively address everyone's questions and provide personal attention. You can rest assured all of your people will be on the same page at the end of the instruction period.



Phase 3

Care For Your Needs

Once you're up to speed, we remain by your side.

After implementation, you'll make a seamless transition to our Support Team. The team is ready whenever you need us. For the life of our relationship, you'll have easy access to 24/7/365 Customer Support and regular account management check-ins.

The inclusive User Guide for self-teaching is available with just a click, and subject matter experts will continue to consult with you as your platform evolves. OnSolve helps you improve organizational resilience with every step.

Move from awareness to action with confidence – [Learn more.](#)

