ONSOLVE®

OnSolve Incident Management: Take Fast and Decisive Action

Whether it's improving your overall business continuity or ensuring your organization can prevail in the face of a critical event, in today's complex and competitive market success means staying one step ahead of crisis. It's all about preparedness — the right technology ensures you can effectively communicate your plan to every stakeholder, enact it at a moment's notice and measure your progress all the way through resolution.

OnSolve® Incident Management puts the power of rapid access to plans for business continuity, crisis response and disaster recovery in your hands. Activate response teams quickly and accurately with the click of a button. When you're armed with the ability to make fast, informed decisions, your organization can better mitigate critical events and boost operational stability.

New and Enhanced Features

Objectives

This feature enables users to group related tasks and easily measure their progress at a high-level as the situation unfolds. Users can select from a variety of visual options to understand the big picture at a glance:

- Objectives alone

- Objectives and their subordinate tasks

- Tasks only (associated with the incident procedure)

The Objectives feature gives you the capability to organize tasks so they're aligned with particular priorities, such as business objectives or phases. This means you can quickly ascertain the status of a given plan throughout the life of an incident.

By measuring how well your objectives are being met as you enact each phase of your plan, you also gain the ability to determine its effectiveness. This is an extremely valuable tool for evaluating and improving your planning process.

Categories

This feature gives users the ability to customize labels to describe the incidents themselves and their activation triggers, as best suits your organization's needs. Categories provide an option to label both procedures and active incidents. They can be created in advance, applied at the time of incident activation and later updated in real-time.

By utilizing the Categories feature, users gain insight into the reoccurrence rate of certain types of incidents like weather-related disruptions in particular locations. This is a major advantage in helping organizations better recognize and predict the patterns of critical events and, ultimately, to better manage risk.

Leadership View

This feature provides a read-only view of data related to an incident in near real-time. When the Leadership View is activated, a URL is generated. Leaders with authority to do so can then share this URL with other staff and stakeholders who need to be kept apprised of the incident's status.

You also have additional protection options:

- Limit access via passwords
- Show the whiteboard
- Show tasks only
- Customize the dashboard with a logo and background

These tailored options are ideal when you need to keep a variety of different stakeholder types in the loop. For example, managers at different levels may need access to Tasks Only, whereas executives will want to see the full Whiteboard. And if you're keeping customers and investors updated, you can present a polished overview that includes your company logo.

Rather than tying up valuable staff time to create multiple different versions of a report which then has to be manually sent to different audiences, the Leadership View enables you to do it all simultaneously with just a few clicks.

Milestones

This feature makes it possible to designate a particular task as a key progress indicator for a given procedure or incident. Simply select Milestones to appear on the task details screen and you will see them along with the other task attributes you've included in your customized view. You can also opt not to show Milestones and view them separately.

The Milestones feature provides a visual quantification of an incident's progress level. It shows you the percentage of objectives or tasks completed versus remaining during the life of an incident procedure. At any time they can be summarized and communicated to your designated staff. This visual aid is a powerful coordination tool. By keeping different teams on the same page, it ensures everyone is working towards a common goal and staying focused on overall risk mitigation.

OnSolve Benefits

The key to taking quick and decisive action during a critical event lies in the usability and accessibility of your supporting technology. OnSolve Incident Management prioritizes the user experience so you can protect your organization when it matters most.

Learn more at onsolve.com

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