



# Incident Management

Reduce incidents and mitigate losses by taking a proactive, risk-based approach to incident management.



Corporater has a distribution agreement for ISO standards and as such can digitally distribute enhanced access to ISO content.

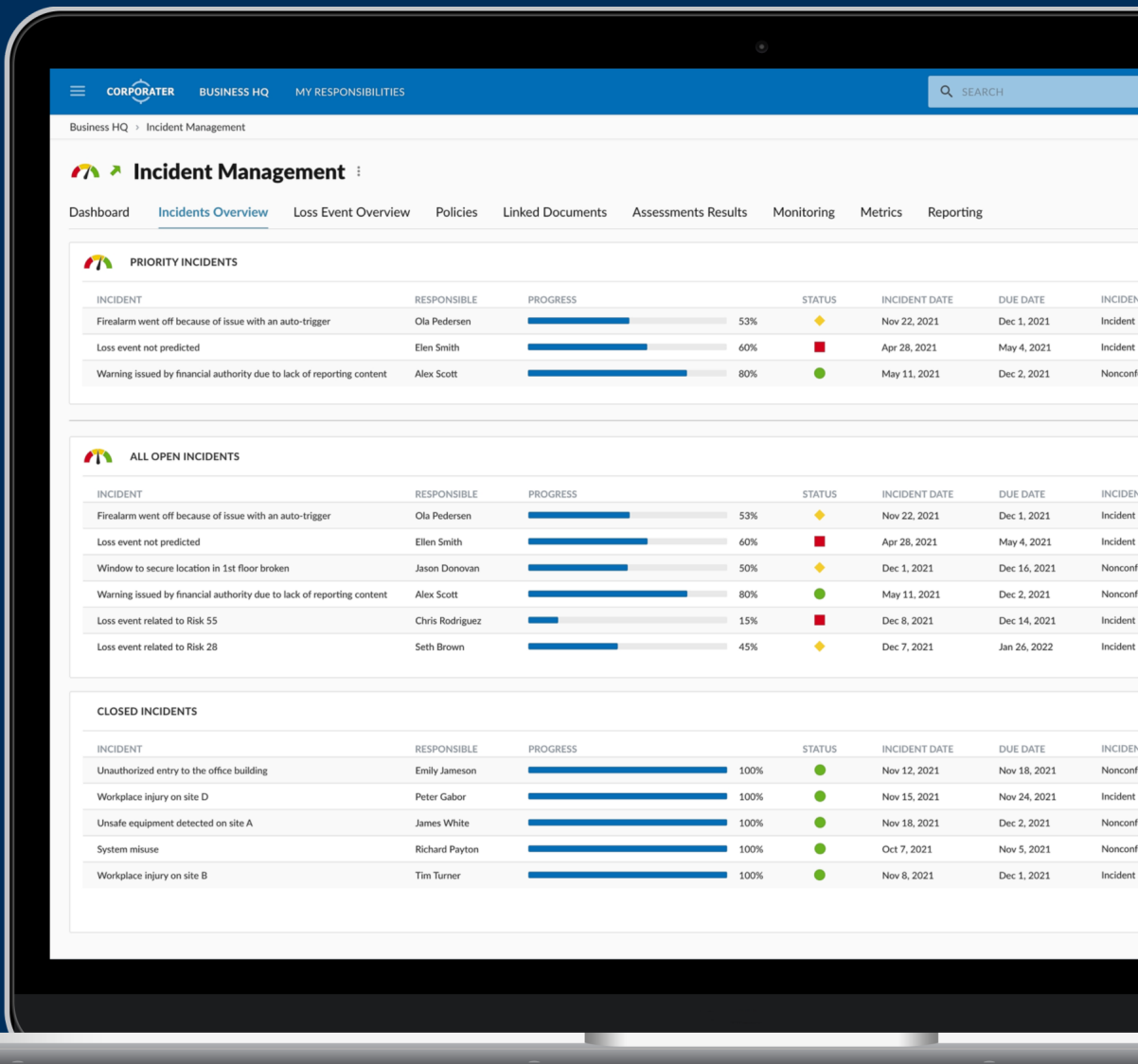
# Incident Management

Incident management plays an important role in ensuring safety and business continuity. Organizations that take a proactive approach to incident management are better prepared to mitigate incident impact on business operations, and ensure that when an incident does occur normal operations can be restored as quickly as possible.

Built as an extension of Corporater Risk Management solution, Corporater Incident Management software comes pre-configured with a comprehensive set of incident management tools including incident dashboards, incident registers, automated workflows, incident report templates, and more. Corporater is suited to support various frameworks and standards including ISO 27001, ISO 27035, and others.\*

## Solution Highlights

- Have a complete overview of incidents across your organization
- Detect, investigate, prioritize, analyze, and report incidents and near-loss events
- Standardize and automate workflows for handling incidents
- Take corrective and preventive action (CAPA) and set up control measures to prevent incident recurrence
- Use automated alerts to be notified about new and unresolved incidents
- Demonstrate compliance with regulatory requirements and standards



\*Corporater does not issue ISO certifications.

# Solution Benefits & Functionalities



## Prevent incidents and non-conformities

Prevent incidents by taking a risk-based approach to incident management. Keep track of potential risks on local and global level, and set control measures in place before a risk becomes an incident. Protect your organization from future incidents by conducting investigations and a root cause analysis.



## Achieve a more realistic risk profile

Collect and connect your risk data to have a good understanding of various risk impact on your business operations. Corporater enables you to aggregate data from various sources to have a complete picture of your risk profile. Risk data may enter the system via automated upload or be entered manually by users.



## Have a complete overview of incidents

Have an at-a-glance overview of all incidents happening across your organization. Use Corporater pre-configured incident dashboards or configure your own. Create custom views to display incidents by type, business unit, or time period. Drill down to see incident details and track status of incident remediation efforts.



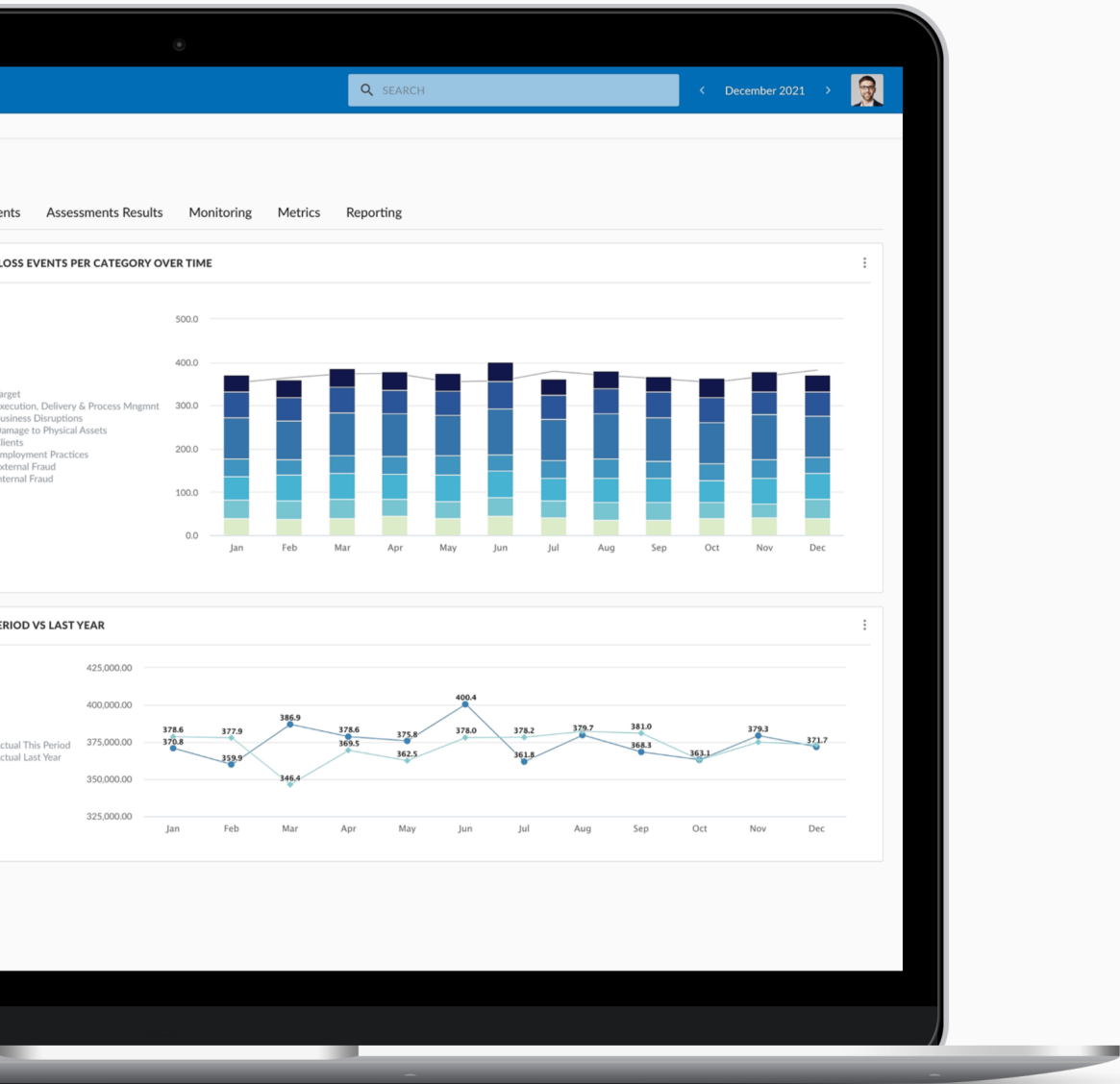
## Demonstrate compliance

Collect, organize, and report data required to comply with laws, rules, standards, and regulations applicable to your industry. Generate comprehensive reports for senior management, regulators, and other key stakeholders. Include various data visualizations such as heat maps, radar charts, bar charts, area charts, and others. Export your reports in a variety of formats including Word, Excel, PPT, and PDF.



## Integrate risk and incident management

Track, manage, and resolve risk issues and incidents using a single system. Configure custom dashboards to display risks, incidents, and controls together in a single view. Create risk registers to have an overview of events that could happen – see all risks in a single view, conduct risk assessments, and take risk-mitigating actions. And create incident registers to have an overview of events that happened – see all incidents in a single view, conduct investigations, and respond to incidents. Easily distinguish between various types of risks and incidents, so you could manage them accordingly.







## Drive operational efficiencies

Drive operational efficiencies by standardizing your incident reporting process. Make it simple for your employees to report new incidents with easy-to-use data entry forms. Users can select a type of incident, add incident description, and assign a resource responsible to carry out investigation. Use Corporater pre-configured incident report template, or make it your own by adding custom fields. Capturing incident data in a consistent manner makes for an easier comparison, analysis, and reporting.



## Alleviate administrative burden

Save time, cost, and resources by automating repetitive administrative tasks. Alleviate administrative burden with automated workflows, reminders, notifications, and reports. Set up automated alerts to escalate incidents to the appropriate management levels based on set thresholds.

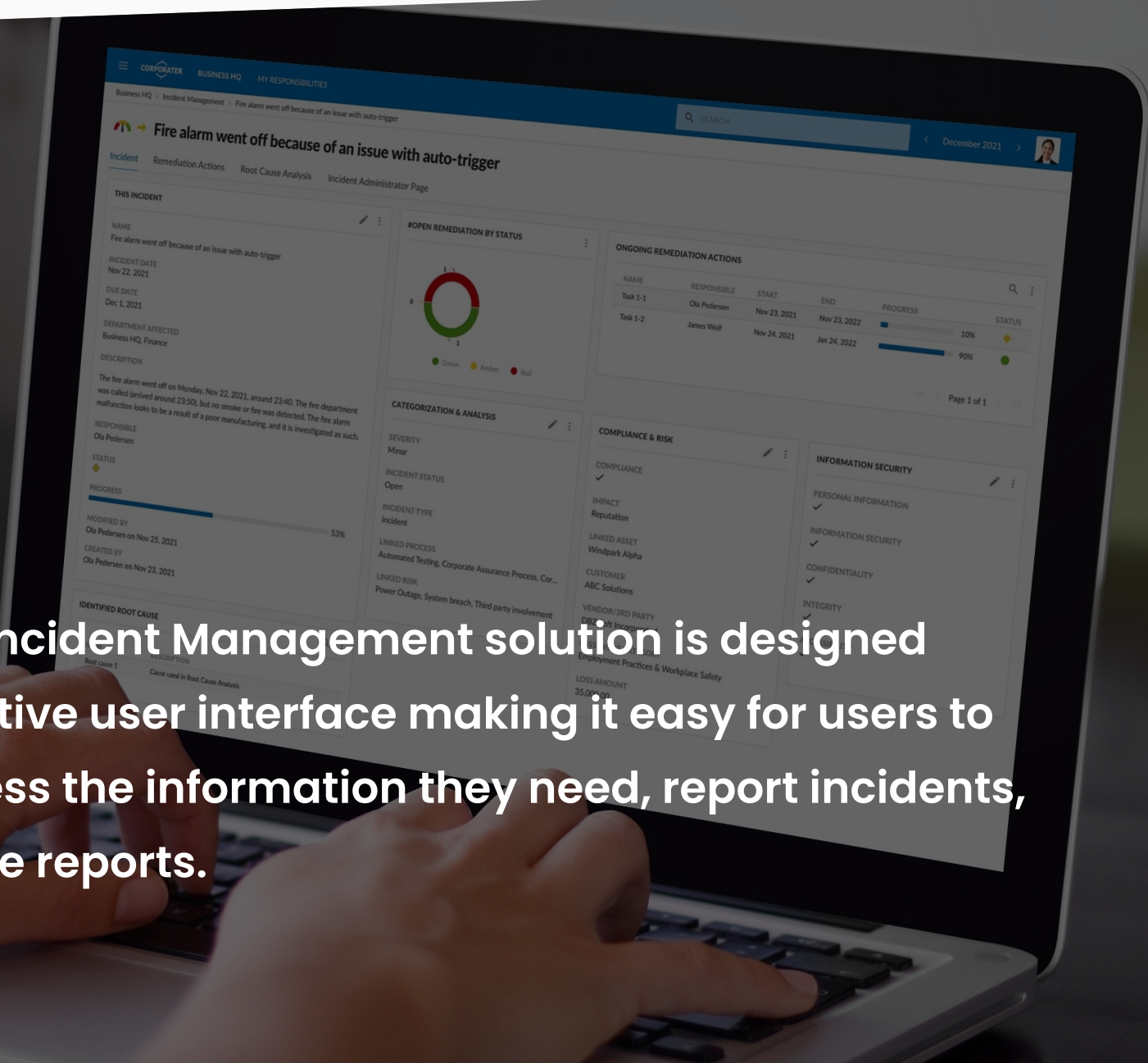


## Foster culture of accountability

Drive culture of accountability and transparency by providing your teams with a complete visibility of your incident data. Define roles and responsibilities, and assign tasks to clearly communicate who is responsible for investigations, corrective and preventive actions (CAPAs), and reporting. Help your teams stay organized with “my responsibilities” views and to-do lists. Encourage incident and near miss reporting.




**Corporater Incident Management solution is designed with an intuitive user interface making it easy for users to quickly access the information they need, report incidents, and generate reports.**




# Solution Key Capabilities

Corporater Incident Management solution comes pre-configured with best practice frameworks, templates, and functionalities needed for an effective, risk-based incident management.




### Custom Dashboards

Go beyond traditional dashboards. Configure custom business dashboards to display relevant information, KPIs, and other metrics. No coding needed.




### Automated Workflows

Automate your business processes and workflows to streamline operations, increase accountability, and ensure adherence to your procedures.




### Compliance Reports

Generate compliance reports and submit them through review / approval process. Include visual elements such as charts and graphs.




### Data Visualization

Visualize your data story with custom-colored charts, graphs, risk heat maps, strategy maps, and more. Add your brand colors and design elements.




### Flexible Configuration

Create a digital twin of your organization. Corporater features an agile, flexible configuration environment managed directly by end users.




### Risk Assessments

Analyze, evaluate, and respond to your risks. Corporater supports quantitative, qualitative, and semi-quantitative risk assessments.




### Business Framework Support

Establish, visualize, and align goals, objectives, and thresholds across the organization according to well-known business frameworks.




### Incident Management

Establish and automate incident management process to minimize adverse impact on your organization. Monitor, report, and resolve incidents.




### Data Integration

Have a single source of truth. Corporater comes with a powerful data integration engine built to integrate large amounts of data from a wide range of sources.




### Single Sign-on (SSO)

Securely authenticate users with single sign-on (SSO). SSO allows users to log in with a single set of credentials across multiple platforms.



### Access Control

Assign custom user access based on user role and control user permissions to manage content visibility and access to specific dashboards and features.



### Alerts & Notifications

Create custom alerts to notify key stakeholders when a KPI moves above a specified threshold, when a goal is reached, or when a new issue arises.

Learn more about Corporater key capabilities at [www.corporater.com/key-capabilities](http://www.corporater.com/key-capabilities).



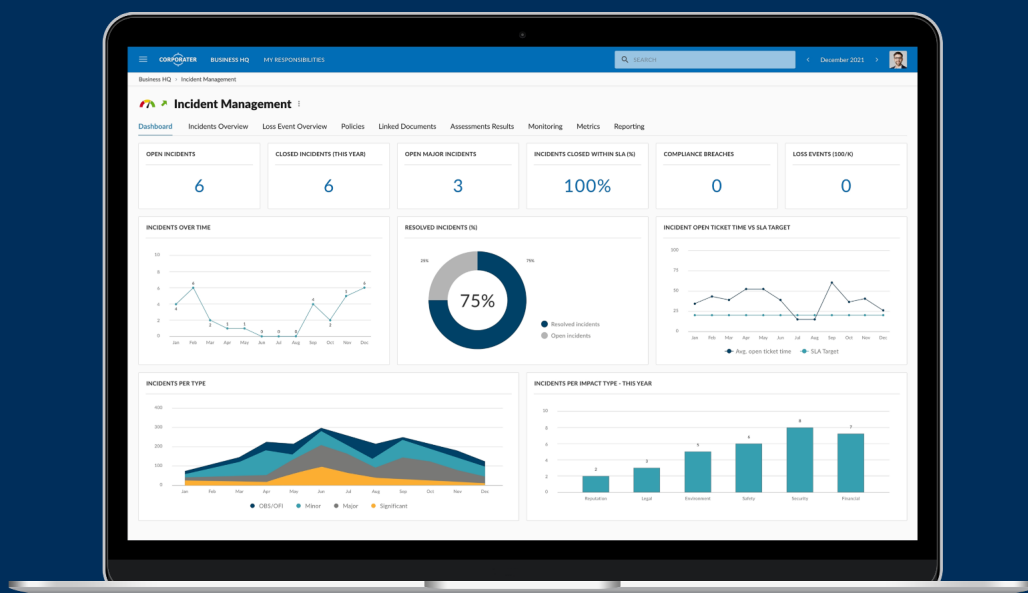
## Solution Features

- Intuitive user interface
- Incident dashboards
- Incident categorization
- Incident analysis
- Incident reporting
- Root cause analysis
- Workflow automation
- Corrective and preventative actions (CAPA)
- KPIs, KRIs, and metrics
- Analytics
- Impact assessment
- Risk identification
- Risk assessment
- Data integration (automated and manual data input)
- Data visualization
- Third-party data integration
- Business framework support
- Customizable forms
- Roles and responsibilities
- Version control
- Alerts and notifications
- Customizable branding
- Access control / permissions
- SSO



**Built on Corporater Business Management Platform, Corporater Incident Management solution can be used as a point solution or in combination with other solutions to form a holistic integrated GRC program.**

## Corporater Quick Facts



- ✓ Flexible configuration
- ✓ Rapid implementation
- ✓ Industry-leading security
- ✓ SaaS, on premise, or private cloud deployment
- ✓ Ongoing support and innovation

# Why top organizations choose Corporater



## Trusted & Proven Technology

Corporater has been delivering business management solutions since 2000.



## Flexible Configuration

Have it your way! Create a solution that fits your specific business requirements.



## Rapid Implementation

Get up and running in weeks, not months, with Corporater ready-to-go accelerators.



## Powerful Data Integration

Integrate data from various sources to have a complete overview of your business.



## Recognized by Top Industry Analysts

Corporater is recognized by top industry analysts including Gartner.



## Industry-leading Security

Corporater is VL5 Veracode Verified and offers the highest level of security for your data.



## Deployment of Your Choice

Select deployment option that fits your needs – SaaS, on premise, or private cloud.



## Unlimited Scalability

Scale as your needs evolve. Run your operations efficiently as a connected enterprise.



## World-class Customer Support

We are here for you with premium customer support and continuous innovation.



Corporater is a global software company that enables medium and large organizations worldwide to manage their business with integrated solutions for governance, performance, risk, and compliance built on a single platform.

We use our gains to make social impact.

[www.corporater.com](http://www.corporater.com)

