

Incident Manager Brochure

A screenshot of the Incident Manager web application. The top navigation bar shows 'Incidents' with a dropdown arrow. Below it, a breadcrumb trail reads 'Open Activities (1) | Approval History (0) | Activity History (1) | Incident History (1)'. The main content area is titled 'Incident Detail' and shows information for incident 'INC-003'. It includes fields for Title, Incident Date, Status, Originator, Owner, Business Unit, Sales, Risk, Severity, Incident Category, Incident SubCategory, and Cost. A 'Description' section at the bottom shows the incident was created by 'Admin User' on 2/17/2010 at 2:42 AM and last modified by 'Admin User' on 3/5/2010 at 4:41 AM.

Incident Manager

Xactium Incident Manager is an on-demand GRC solution which provides market leading support for managing incident reporting activities.

Xactium has developed its solution as an out of the box incident management capability, which can be rapidly adapted to meet the needs of your compliance reporting and management activities.

Delivered on the flexible, scalable and secure Force.com platform, Xactium Incident Manager provides significant advantages and cost benefits over traditional incident management systems.

Using **Incident Manager**, your organization can:

Track and Log Incidents

Report incidents of any type, including fraud, non-compliance and security threats. Associate incidents with specific business units or desks and describe their root cause.

Manage Incident Resolution

Put in place incident management actions. Link tasks to specific remediation actions, assign them to relevant stakeholders and track their progress.

Maintain an Incident Audit Trail

Maintain a full history of incident reports and activities, including changes to status, associated emails and events, and incident resolution activity logs

Leverage Powerful Customization Capabilities

Leverage the powerful customization capabilities of the Force.com platform to rapidly create a customized incident management solution that exactly meets your business needs.

Real time Reporting and Dashboards

Analyze and communicate critical case management activities to key stakeholders using customizable reports and dashboards.

Why the Cloud and Force.com is ideal for GRC:

- A low cost, but highly scalable and robust solution
- Supports multi-user collaboration
- Accessible from any web-browser or internet device
- Highly secure
- Fast to deploy - no installation required
- Maintains an audit trail of all activities
- Provides powerful workflow automation
- Can be rapidly tailored to specific requirements
- Full multi-lingual support
- Easily integrated with other applications and data



Key Features:

- Enables the organization to ensure incident reporting is accurate and complete.
- Allows compliance professionals, line managers and staff, easy access to relevant incident information.
- Enables stakeholders to easily and conveniently report incidents and to track their progress, on any device.
- Reduces costs, by removing manual compliance administration activities.
- Manages approvals and incident escalation utilizing Force.com's powerful workflow capabilities
- Full document management support for maintaining incident information
- Easily integrates with external sources of incident related data

Key Benefits

Easy to Access Incident Management

Have immediate access to the status of your incident reporting activities through a single web-based solution using any device.

Clear Audit Trails

Have a complete audit trail of your incident management activities, including who reported the incident, and when changes were made, who made them, and what those changes were.

Rapid Access to Management Information

Provide the information needed for managers to measure and manage the most appropriate incident metrics.

Rapid Return on Investment

Gain a rapid return on investment by automating manual incident reporting activities, and by benefiting from the on-demand, per user, per month, licensing model..

Easily Integrate with External Data Sources

Benefit from the ability of the Force.com platform to integrate with virtually any data source, thus achieving full data integration and rapid import of existing incident data.

Xactium is an enterprise cloud computing company using the scalability, flexibility and security of the Force.com platform to deliver next generation cloud solutions for governance, risk and compliance (GRC). Xactium's customers include some of the largest Financial Service and Insurance companies in the world through to Utilities, Healthcare and the Public Sector.

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