

Automate. Evidence. Report.

Move away from time-consuming Incident and Complaint processes through automation. Instant analysis of incident data across all locations.



Move away from time consuming manual incident processes

Organisations of all sizes are often too reliant on paper and spreadsheet based incident and complaint processes. ViClarity allows you to automate your manual incidents and complaints process to save time.

ViClarity's end-to-end management tool enables organisations to log, track, manage and report on incidents and complaints quickly and easily. The automated nature of logging and reviewing incidents and complaints allows for quicker resolution.

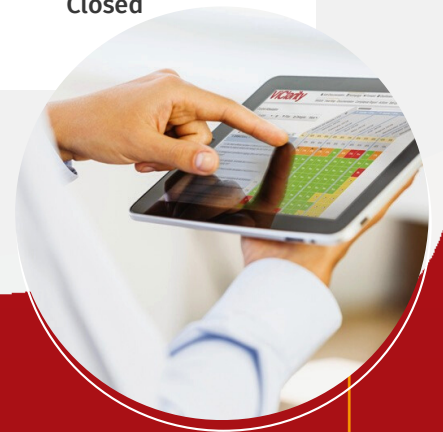
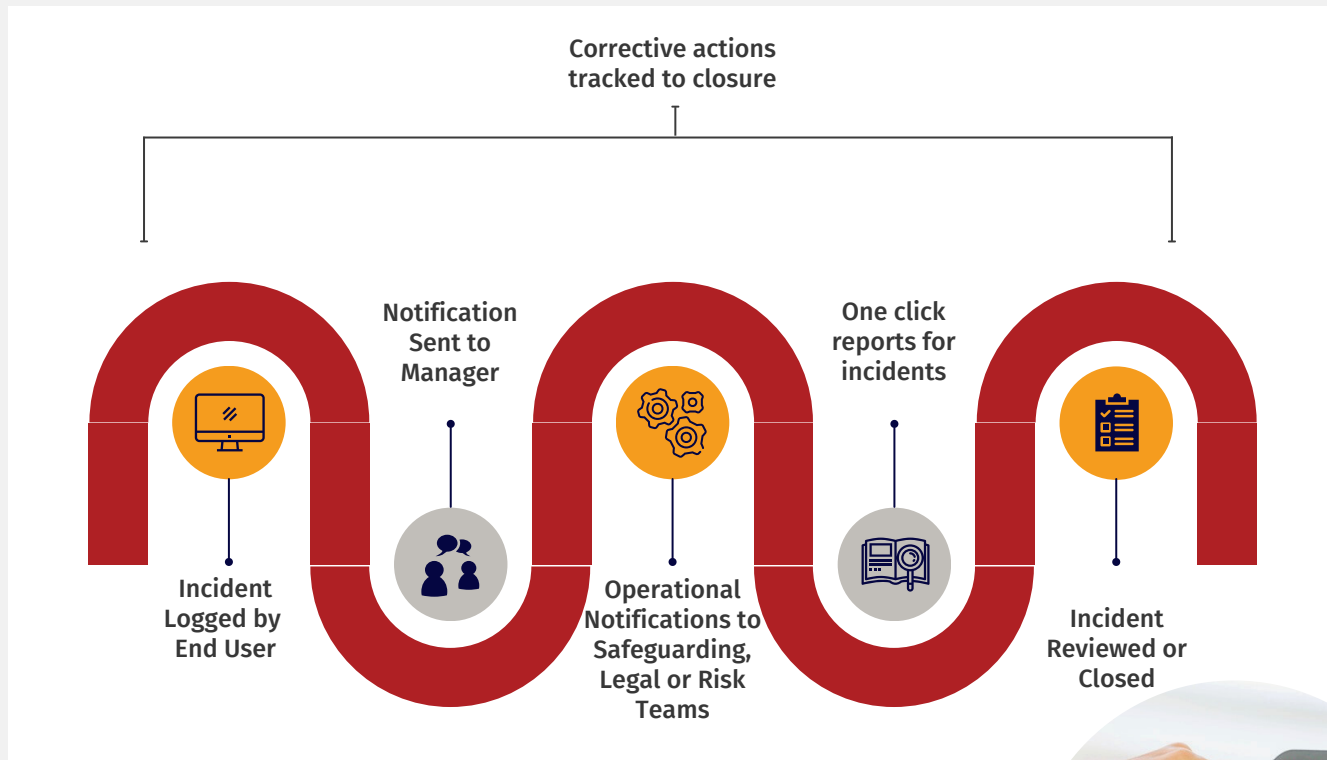
Resolve incidents and complaints quicker with ViClarity

ViClarity's innovative incident & complaint solution allows for the real-time logging of incidents/complaints. Through automated alerts and notifications, the right people will be notified to review incidents/complaints and provide feedback all the way through to corrective actions to resolve them. Using ViClarity, organisations save an average of 60% of the time taken to close out and report on incidents/complaints

Main Features

- ✓ **Automatic Alerts** - The system sends automatic alerts to the right individuals when incidents are logged, allowing for quicker review by management.
- ✓ **Real Time Dashboards** - Information is gathered in real time and presented on live color coded (RAG) dashboards, allowing you to see all incidents across locations, regions or on a group level
- ✓ **Evidence Gathering** - Collect and store the correct evidence required for regulators. Intelligent workflow allows organisations to gather the required evidence and store it in a central location for easy access for reporting to management or regulators.
- ✓ **Built In Corrective Action Tracker** - Any follow-up items of corrective plans for incidents and complaints can be managed using ViClarity's corrective and preventative actions feature. This allows for corrective actions to be created, tracked and managed until completed.
- ✓ **Trend Reporting & Analysis** - Results from incidents and complaints are collated automatically, and trends can be identified in real time on a dashboard, allowing for efficient identification of required actions.

The Process Of Incident/Complaint Management Has Never Been So Easy



What To Expect From A ViClarity Implementation

Not only is ViClarity one of the most user-friendly platforms on the market, our ongoing support and customer success functions are what sets us apart from our competitors.

ViClarity provide each client with a **dedicated Project Team** that lead the implementation of the platform. This team provides expert feedback during the process and enable the clients to smoothly roll out the system across their organisation with little impact on client resources.

After a successful implementation, **our Customer Success Team** are available throughout the partnership to ensure clients are getting the most out of the system along with updating them on industry trends.

ViClarity

Contact us today to learn more about ViClarity and our innovative auditing solution.

FOR MORE INFORMATION VISIT

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