

# Incident/Issues/Complaint Management Solution



Organizations often are too reliant on paper forms and spreadsheet-based incident and complaint tracking processes. ViClarity's end-to-end management tool allows organizations to automate those manual processes to save time—no more rush to finish reports in time.

Log, track, manage and report on incidents and complaints quickly and easily. The automated nature of logging and reviewing in the ViClarity platform allows for quicker resolutions and eliminates the lag times associated with more cumbersome manual processes.

## Features

### Efficient Data Collection

System workflow allows users to quickly log incidents and input details for review. Managers are automatically notified and prompted to review incidents when required.

### Customized Notification

Send customizable email notifications based on criteria in a workflow. Stay on top of follow-ups and reminders to prevent items from slipping through the cracks.

### Dashboards & Reports

Configurable, color-coded dashboards reflect real-time incident or complaint data. Automate the creation of reports based on your team's preference.

### Module Linking

With the impact incidents can have on compliance results and risk programs, linking to other modules allows instant review of issues that may affect compliance or risks.

## Benefits

### Decreased Resolution Time

Automatic notifications and intuitive workflows enable quicker responses in a secure environment.

### Increased Efficiency

Eliminate manual administration associated with incident and complaint reporting for time savings and provide real-time views for all key stakeholders.

### Real-Time Analysis

Immediately view all incidents or complaints across locations or regions to improve organization oversight and decision-making efficiency.

### Full Oversight

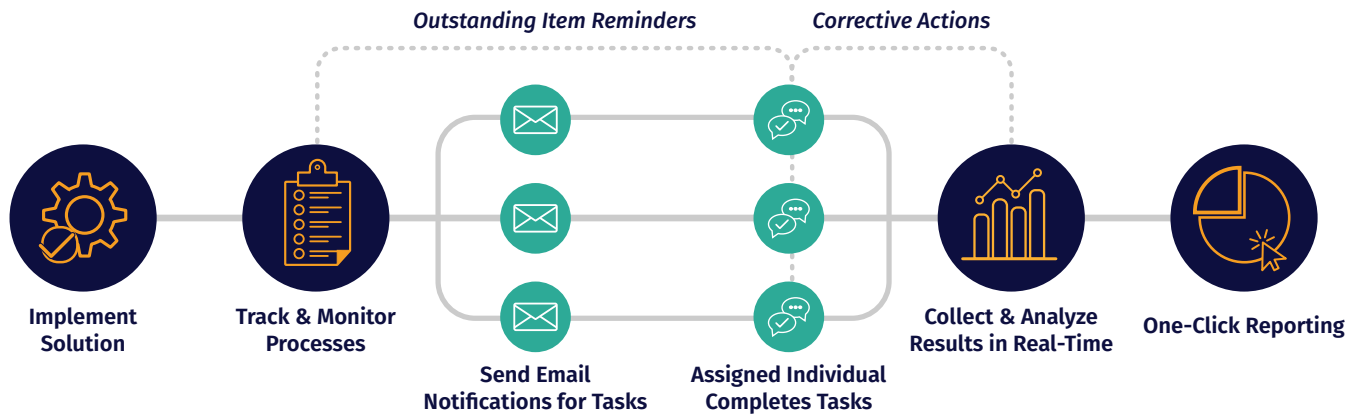
Linking modules provides full oversight for all stakeholders and ensures that after data is entered once, it doesn't need to be re-entered on numerous occasions.





5-Time  
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# How ViClarity Streamlines Incident Management



## What to Expect When Onboarding ViClarity

### Roadmap

4-12 Weeks\*

#### Kick Off

Meet the team to create a communication plan and implementation expectations.

#### Analyze

Collect documents, templates and information that fit your requirements and processes.

#### Design

ViClarity builds a first draft of your solution and conducts an architecture review.

#### Approve

Review and fine-tune the designed solution until your organization is ready to approve the final module.

#### Onboard

Complete training and begin using the software for your processes, workflows and requirements.

#### Support

Engage Technical Support and Customer Success teams to ensure you use the software most effectively.

Not only is ViClarity one of the most user-friendly platforms on the market, but our onboarding, ongoing support and customer success also set us apart.

We assign each client a dedicated team of PMI certified project managers that leads platform setup and launch. This team provides expert tips for smoothly rolling out the system across your organization with minimal disruption. Implementation typically ranges from 4 – 12 weeks\* based on project scope and client availability.

Once you're up and running, our Customer Success Team sticks with you throughout the partnership to ensure you use the system's full capabilities and stay up-to-date on industry trends. Our Technical Support Team is also available to handle questions.

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