XENA ENTERPRISE powered by CSIR

Simply and efficiently report incidents in real-time through your mobile device

CONTEXT

In many industries, such as retail, transportation & logistics, health, security, and energy & utilities, data capture and reporting for incidents is currently poorly coordinated at best and non-existent at worst. Organizations have limited resources dedicated to incident data capture, with outdated and/or non-intuitive reporting tools in place. Because of this, incidents are not systematically reported and when they are, the information reported is not standardized and often times incomplete. This in turn negatively impacts the incident resolution process, forcing administrators to spend more time investigating and documenting the incidents before being able to coordinate the response.

XENA ENTERPRISE

Helping organizations make the shift towards a streamlined and integrated incident reporting strategy, XENA is a mobile application for Android and Apple allowing users to quickly report and document incidents from their mobile devices.

In a world where employees, customers, and partners increasingly rely on their mobile applications, XENA seamlessly blends in.

With XENA, users can report any type of incident by simply taking a picture, adding a description, and choosing from a customizable list of incident types. A timestamped and geotagged incident report is then automatically generated and sent to specific department supervisors according to incident type.

The incidents' data can easily be integrated to any organization's internal Facilities Management or Risk Management Systems through XENA's proprietary API, or can be stored and managed in-house by Proactive Risk Management, as part of our Incident Management suite of services.

CASE STUDY

Employees from a large multi-location company are empowered with the XENA app to report any incidents such as workplace safety issues, damaged goods, or facility maintenance needs (broken floodlights, machinery issues, etc.). Incident reporting increases, managers are now immediately informed and the reported incidents are resolved in a timely manner. Every incident is documented, timestamped and geotagged, and periodic reports can be generated on incident type / location / status.

CASE STUDY

A transportation company's drivers use the XENA app to report accidents, damages to the vehicle, and damages to merchandise. Their supervisors immediately receive the automated report and have the details they need to follow up on the incidents. The drivers no longer have to come into the office to fill in a paper report. Every incident is documented, timestamped and geotagged, and periodic reports can be generated on incident type / location / status

VALUE PROPOSITION

XENA Enterprise is an incident reporting app that lets users quickly report and document incidents in real time:

Complete Information
Incident date, time, location, picture, category and type.

Documentation
Every incident is automatically logged in a centralized database.

Reporting
A custom report with the incident's details is sent directly to supervisors according to incident type.

Response Time
Incidents are immediately received by the right parties, reducing response time.

Simplicity
Intuitive interface, automated logging and reporting process = easy integration with users.
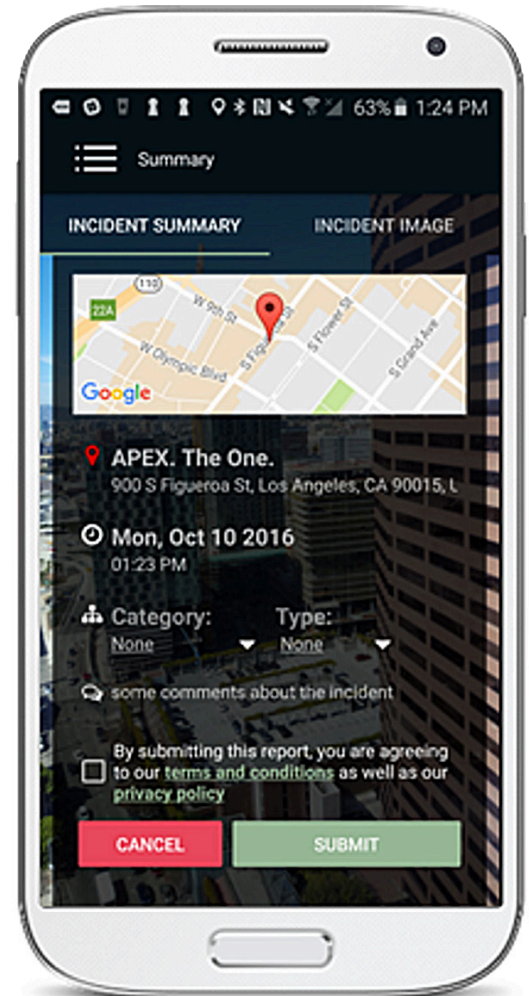
PROACTIVE RISK MANAGEMENT

PARM

ProActive Risk Management (PARM) is a leading global provider of enterprise risk management and security services. By taking an integrated approach to risk management and by recruiting the security industry's top talent, PARM has positioned itself as its clients' trusted vulnerability partner, providing an unmatched level of service based on its patented Five Dimensions of Risk Management.