



INCIDENT MANAGEMENT SERVICES SUITE

Bring value to your organization by outsourcing your incident management process.

ORGANIZATIONS & INCIDENTS

Every day, organizations have to deal with various types of incidents. From accidents and injuries to cyber attacks or maintenance issues, incidents are events that disrupt an organization's normal business operations, productivity and level of service. In addition to disrupting the business, poorly managed incidents can oftentimes also be damaging to an organization's reputation and lead to costly claims. For these reasons, an effective incident management process is crucial to ensure resilience to risk events and mitigate adverse effects.

INCIDENT MANAGEMENT PROCESS

A successful incident management process includes incident identification, evaluation and escalation, investigation, resolution, and reporting. As soon as an incident is identified, it needs to be logged, evaluated and categorized according to its level of priority. The incident can then be escalated to the appropriate level of management for an investigation of the causes and circumstances surrounding it. Following the investigation, the incident can be adequately resolved and closed. By logging every incident and documenting every step of the resolution process, weekly or monthly reports can be sent to decision makers, giving them valuable insight into the organization's issues and trends.

WHY OUTSOURCE?

At ProActive Risk Management (PARM), we truly believe that outsourced incident management services can bring great value to organizations. By outsourcing all or part of their incident management process to PARM, our clients know that their incidents will be expertly managed every step of the way. With an outsourced, centralized service, the incident management process is standardized. For organizations that have multiple locations, this ensures that every incident will be managed with the same level of care and attention to detail.

The centralization of all of the incident data also means that the information can be analyzed and translated into reports informing management of ongoing issues, trends, and exposure to risks.

Additionally, PARM's years of experience in the proactive identification and management of potentially damaging incidents have allowed clients to save a considerable amount of money by self-insuring part of their risk.

PARM's Incident Management Services Suite includes a wide range of fully customizable and scalable services such as:

- Liability Incidents & Claims Management
- Customer Service Management
- Confidential Employee Hotline
- Facility Maintenance Management
- Product Recalls Management

Incident Management Services Suite

Contact us for more details on our various services at info@parminc.com

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.