Incident Management

Powerful and easy-to-use incident management software to help your organization respond to, report on, investigate, and prevent incidents.

Drive the insight you need to be able to efficiently reduce incidents and their subsequent impacts on your organization. Easily understand what's happening and why; identify opportunities to better protect your organization; and report incident risk, magnitude, and losses based on their estimated financial impact.

Standardize Incident Capture

We make it easy for your end users to accurately capture incident data with configurable screens, simple and dynamic forms that only ask for the required data, and built-in user guidance. By standardizing and simplifying incident capture, you will get better data to work with.

Dynamically Triage Incidents

Resolver's dynamic, automated triage process for all reports ensures the right information is captured based on the type of incident being reported. Built-in and modifiable workflows guarantee the information gets escalated to the right people through task assignment and notifications.

Identify Trends

Centralized and quality incident data makes it easy to find common connections between people, locations, or assets involved in incidents. Root cause analysis can help you identify if there are gaps in existing processes, policies or countermeasures that need to be addressed.

Generate Custom Reports

Customizable reports display only the information relevant to you, in the format that you need. Compare key locations to each other for benchmarking, break down incident data by type, or get a summary of a specific incident. Whatever data you need, you can create a report for it in one click.
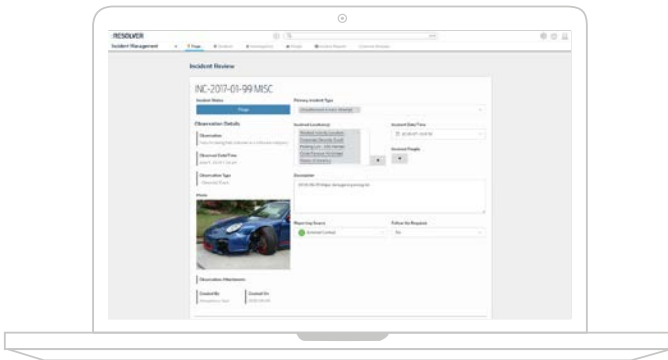
Submission Portals

Easily gather information and initial incident details from employees or via anonymous access for the public or whistle blowers.

Automated Triage Process

Incident submissions are sent seamlessly through the triage process based on the severity of the incident, ensuring the necessary incidents are escalated, addressed by a supervisor, or launched into a full investigation.
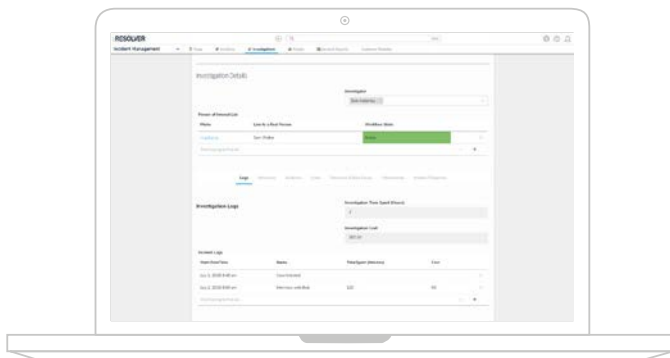
Relationship Maps

Quickly identify trends between people, locations, or assets involved in incidents. Perform a root cause analysis to determine contributing factors and failed controls.

Investigation Management

Analyze investigation outcomes and confidently manage BOLOs tied to open investigations. Share all investigation outcomes and findings with relevant stakeholders, including the corrective actions to take for remediation, recovery, and mitigation.

Resolver's Incident Management application is highly configurable to specific use cases, including:

BRAND PROTECTION

Manage every part of the brand protection process from data entry, investigations, case management, and analysis. Determine full accountability, including chain of custody, audit trail, and court admissibility. Visually link people, places, and things to gain a more holistic picture.

LOSS PREVENTION

Discover the source of inventory discrepancies, reduce organizational risk, and seamlessly manage audits and investigations. Monitor your loss data using reports that show key loss prevention metrics, including loss values, loss events, and loss types. Quickly connect disparate data to a unified intelligence picture.

IT SECURITY

Why Resolver?

Getting Started

Effective corporate security requires more than just software. Resolver has partnered with third-party advisors across the globe to ensure you have the processes and culture needed to successfully leverage security management software..

Implementation

Simply transfer your pre-existing data to get started. Our Professional Services team works closely with you to support your implementation, customization, onboarding and user training, for a smooth and successful deployment.

24/7 Support

Once you go live, you'll have access to Resolver's Customer Portal and 24/7 product support. Give us a call, send an email or open a support ticket whenever you have questions or technical difficulties.

As You Grow

You'll be assigned a Customer Success Manager who partners with you to ensure that you get the most out of the software, as well as connects with you a network of users and security professionals worldwide.

How Resolver Can Help

Resolver helps our customers become secure and resilient; ready to respond to every threat and opportunity. We do this by enabling them to manage both risk and security across the enterprise in a single solution. Our intuitive integrated risk management software for mid to large-sized organizations includes solutions for risk management, corporate security, business resilience and IT risk. Resolver enables these teams to drive user adoption, share data more effectively, streamline operations and provide more actionable insights throughout the organization.

Want to learn more? Let's talk.

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