



INCIDENT MANAGEMENT SYSTEM

WHAT is NOSA-ims?

Capture

A web-based incident-management system that allows you to capture and record information around any type of incident, accident or undesirable event. NOSA-ims guides organisations to collect comprehensive incident data, develop and log corrective actions all the while ensuring prompt notifications at each stage.

Investigate

NOSA-ims comes standard with various internationally accepted incident investigation techniques that you can choose from and can be customized to accommodate your organization's unique investigation methodology. Why "re-implement" the wheel? Relevant information such as photographs and scanned documents can be attached to the investigation as evidence to corroborate findings. The system can be tailored to escalate the investigation process to different levels of management based on the degree of severity and workflow management also allows for management tracking and close-out of investigations.

Report

Real time reporting and dashboard functionality enables an overall picture of current incidents and the status of remediation. Reports are able to be generated detailing the number of incidents still open, the number of outstanding actions developed as a result of incident investigations and the number of priority risks. Such information is critical to determine which areas of operation need management focus to ensure compliance to the organisation's objectives and targets as well as to demonstrate continual improvement



Simplifying incident management

Business Benefits



AUTOMATED NOTIFICATIONS

Automated notifications ensure that those who need to know about an incident or allocated action are immediately made aware, with incomplete tasks resulting in escalation notifications to line managers.



SYSTEM INTEGRATION

NOSA ims can be customized to integrate with already implemented ERP, HR, Financial management systems in the organization.



DATA CONSOLIDATION AND ANALYSIS

Consolidates incident data from all levels of the organisation into one database, allowing the user the ability to analyse trends on different levels of the organisation.



COST OUTLINE

Provides the end user with the ability to capture all related incident and accident costs.



MANAGE CORRECTIVE ACTIONS

All corrective actions are logged in the system, allowing for automatic escalation, thus ensuring that they are actioned correctly and on time.



STREAMLINE INCIDENT MANAGEMENT PROCESSES

Build consistent incident reporting and investigation workflow by ensuring the same incident reporting processes are conducted across the entire enterprise.



INFORMATION SHARING AND COLABORATION

Creates a central point where employees can collectively report incidents, schedule remedial actions and generate management reports.



PREVENT RE-OCCURANCE

Reduce risk for the organization as incident investigations are consistently conducted and appropriate corrective actions are effectively applied thereby making the reoccurrence of similar future events unlikely.



HOW is NOSA-ims different?

RELATIONAL ANALYSIS

Link incidents to facilities, processes and equipment. Mine data to understand where problems occur and take preventive action to ensure the same incident doesn't happen again.

LOCALISATION

Localisation functionality that comes with six languages. At a click of a button English, Spanish, French, German, Portuguese and Mandarin speaking employees are all able to access their organisations incident management system in their home language.

SEVEN LEVEL HIERACHY

Listing of a seven level organisational hierarchy with various end user security levels, thus ensuring an enterprise wide incident management solution. The system is therefore suitable for all types of organisations, from worldwide corporations to small businesses.

MULTIPLE DEVICES

Developed to support tablet and smartphone functionalities. Incident data can be entered from various devices at any time; no more collecting data in spread sheets only to be captured later.

BUSINESS INTELLIGENCE TOOLS

Business Intelligence tools track safety performance and identifies trends in root causes, risks and hazards so you are able to prioritise efforts in innovative, cost effective and lifesaving decisions.



Simplify incident management across your organisation by managing the full lifecycle of incidents on one platform, mitigating risk and ensuring compliance

Technology

Supports Multiple Databases

NOSA-ims has been engineered to cater for a diverse range of business requirements and rollout strategies. One such item is the support of multiple database technologies, ranging from open source to enterprise level.

Development Architecture

The Microsoft ASP.Net framework forms the foundation of NOSA-ims architecture. This enables NOSA-ims to leverage off the comprehensive set of benefits the Microsoft service framework has to offer. NOSA-ims subscribes to an N-tier application architecture that provides a model for developers to create a flexible and reusable application.



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