Incident Management

Powerful and easy-to-use incident management software for all of your teams to respond to, report on, investigate, and prevent incidents.

Corporate Security

Brand Protection

Loss Prevention

Cybersecurity

Human Resources

Legal and Compliance

Incident & Investigations Management

Resolver's incident management software drives the insight you need to be able to efficiently reduce incidents and their subsequent impacts on your organization. We make it easy for your end users to accurately capture incident data through fully configurable screens, simple and dynamic forms that only ask for the required data, and built-in guidance to reduce the need for user training. By standardizing and simplifying incident capture, you will get better data to work with.
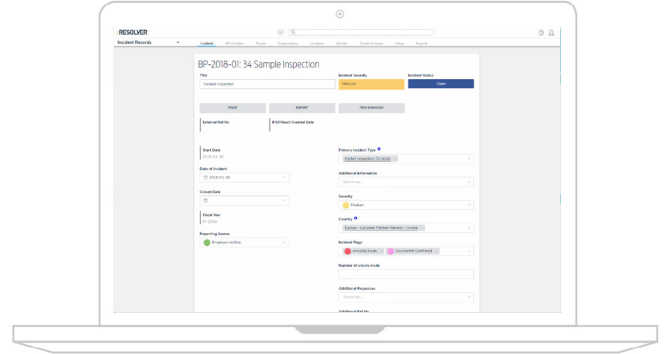
With great data, comes great insight. Centralized data makes reporting as simple as clicking a button. Configurable reports can break down incident data across locations, regions, business units, and incident types so you can get the answers you need.

Easily understand what's happening and why; identify opportunities to strengthen the protection of your organization; and report incident risk, magnitude, and losses based on their estimated financial impact.

Features:

- Submission portals for gathering information and initial incident details from employees or via anonymous access for the public or whistle blowers.

- Initial triage and final review workflow data is sent seamlessly from first line supervisors to accept to escalation for higher severity incidents, to managers to approve.

- Relationship maps allow you to identify trends between the information in your database so you can make informed decisions on remediation, recovery, and mitigation.

- Consider relationships between investigations and incidents to get a comprehensive picture of all information relevant to an investigation. Quickly isolate trends and visualize relationships between incidents, individuals, objects, locations and more.

This 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.

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> " The benefits that we get from [Resolver's software] is immense. It enables clients to have a good view of what's happening at the operational level and what their offices are doing. It's added a lot of value to their bottom line. "

– Adrian (Jorrie) Jordaan
Founder and CEO, Assurance Protection Group

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

Record details of critical system events including system, server, application, or IP/MAC details. Spot trends and manage processes for exception reviews and approval or escalations for investigators.

Threat & Case Management

With Resolver's Threat & Case Management, your team doesn't have to wait for an incident to occur to investigate. Quickly assess and classify new information that your security team receives daily through tips, complaints, concerns, or requests so you can minimize the risk or mitigate the threat before a serious incident occurs.

Visualize relationships and trends between incidents, individuals, objects, locations, and more so you can correlate leading indicators of threats that allow you to better prepare and respond. Consolidate related incident and investigation data into case records for comprehensive tracking, analysis, and reporting.
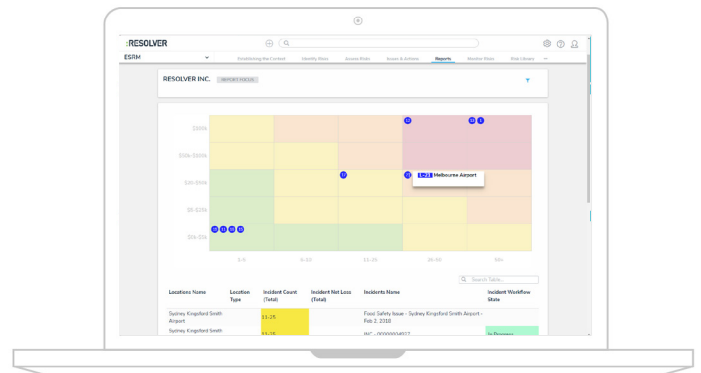
Features:

- Manage the work load of investigators to know who is assigned to which cases, how many are open, and how long they have been active.

- Investigators can share outcomes and findings, track time spent on tasks, document evidence collected, and record interviews conducted.

- Related people, places, and incidents create a network to enable quick and effective identification of trends.

Enterprise Security Risk Management

New risk management capabilities enable security teams to better understand the relationship of incident data to your risks so that you can make data-driven decisions and investments to further reduce your organization's security risk. Identify and quantify your enterprise's locations and assets and track the threats, vulnerabilities and counter measures against your risk register for each. Implementing an ESRM program with Resolver will improve alignment to your organization's risks and will enable you to better communicate the impact of incidents and the value of security.

Resolver's Security Audit component helps you assess vulnerabilities and proactively identify gaps in safeguards to ensure corrective actions are addressed that will keep your organization safe and secure. With security audit functionality, you can model any audit process for routine inspections by requirements, areas, or specific systems and assets. Use Resolver to manage the issues through to remediation and spot trends at a single location or a pattern of issues with a particular requirement across the organization.
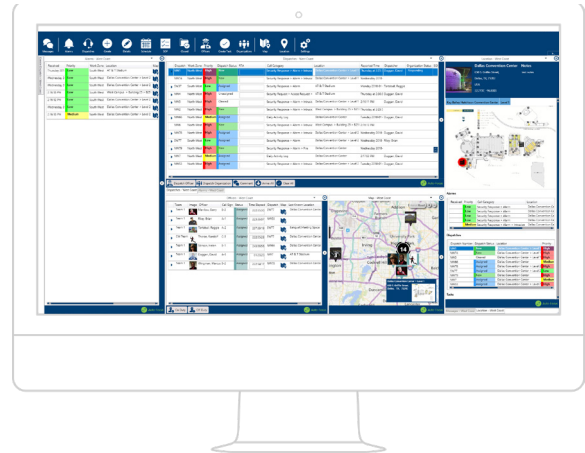
Features:

- Identify assets and key stakeholders by aligning to the business unit or department goals and objectives to quantify asset value.

- Understand the underlying trend in incident data as it relates to assets and impacts business groups.

- Perform root cause analysis for high impact incidents to understand the related counter measures or policy effectiveness to mitigating the loss compared to your organizations' total exposure during the event.

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Command Center

Resolver's Command Center provides clarity into your security operations by combining dispatch functions, integrations to access control systems, and mobile solutions for the field. It ensures your command center has the tools it needs to monitor for events, know who and where your officers are, and includes guidance on how to respond with on screen timers to focus on SLA times and Standard Operating Procedures to ensure protocols are followed.

Command Center integrates with existing security systems to bring event identification, response management, and officer and dispatcher communication together into one centralized application.

Features:

- Situational awareness of all active events including where they are happening and who is available to respond.

- Built-in data collection to ensure the people and files can be attached to the incident during the response by dispatchers in the Command Center or by officers on mobile devices.

- Leverage out-of-the-box integrations from leading access control systems to surface alarms in a single system and automate responses to minimize data entry and provide operating procedures to ensure the right level of response.

You're In Good Company

Over 1,000 of the world's largest organizations use our cloud software to protect their employees, customers, data, brand, inventory, and shareholders.

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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