



KONICA MINOLTA

ENTERPRISE CONTENT
MANAGEMENT

KONICA MINOLTA POINT SOLUTIONS **INCIDENT CASE MANAGEMENT**



TAKE CONTROL OF YOUR INCIDENT CASE MANAGEMENT PROCESS WITH OUR READY-TO- DEPLOY APPLICATION

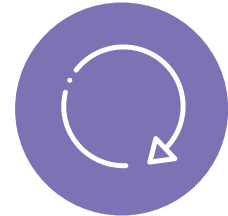
When different people document events without guidelines, their personal styles make for inconsistencies in tone, format, and ultimately quality. Important steps of a process can get overlooked even when precise-handling is paramount to the incident's resolution. Further, having pertinent information spread out across different media makes it difficult to find all that's needed when it comes time to draw up reports and audits. Such disorganization makes it difficult to secure sensitive files and increases the risk of leaking sensitive information. These leaks undermine consumer trust and open the door to costly lawsuits.

Incident Case Management is easily deployed and specifically designed to help organizations securely handle all manner of incidents. The application keeps those with clearance informed and makes it easy to provide consistent, timely care for all parties affected. Consistent documentation allows for easy reporting and effective oversight, policy reviews, and changes.

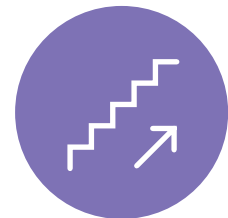
Incidents often include people that are outside existing systems including vendors, visitors, and contractors. Existing systems may not be set up to store their information, which is why it's best to plan ahead.



Guides staff on how to handle incidents



Provides consistency in how incidents are handled and reported



Walks users through "escalation steps" for special incidents



Protects records and ensures confidentiality



Built in notifications keep people connected to their responsibilities

READY-TO-DEPLOY ENSURES

- Rapid deployment
- Consistent policy and procedures
- Easy customization



People



Data



Procedures



Systems

The Incident Case Management solution tracks and records all information related to document-worthy incidents including all personal interactions and investigative information. The system not only outlines procedural routines, but provides flexibility to make adjustments on a case-by-case basis. With Incident Management , you can:

Create Completely Digital Case Files

Storing all information in a single location lets users quickly find all pertinent information anytime, anywhere, via any channel.

Increase Speed and Agility

Provide employees with clear, concise steps they must follow while showing them how and where they can adapt the process to fit the special needs of any given case.

Prevent Future Losses

With a better understanding of your company’s incidents, you’ll be able to detect trends and take steps to mitigate future risks.

Strengthen Customer Service

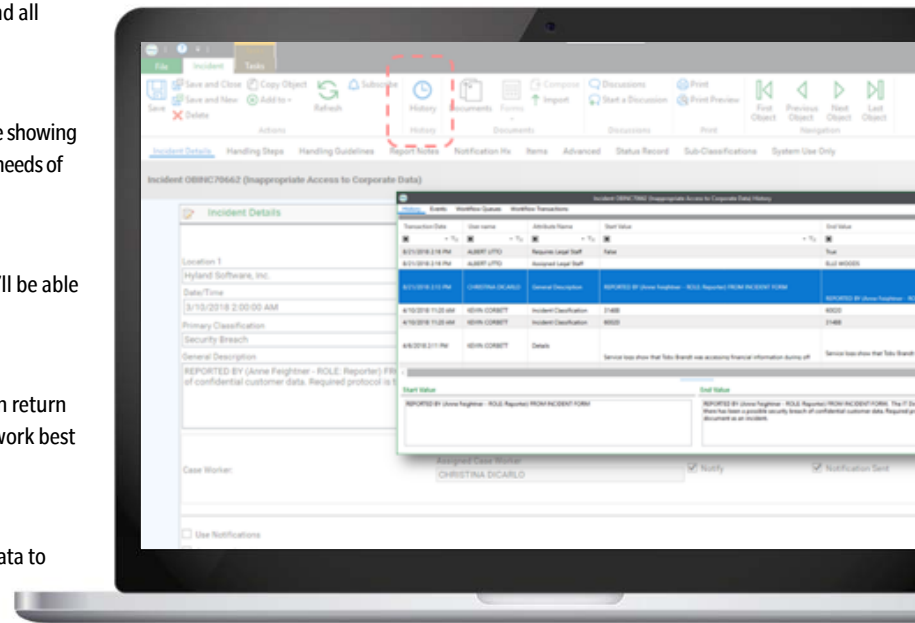
The sooner employees can process reports, the sooner they can return their focus to your customers. Simplified reporting processes work best for all parties involved.

Reduce Shrinkage

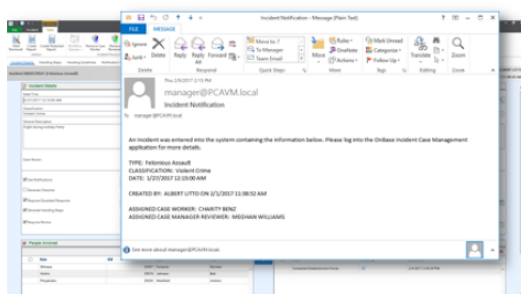
With a more efficient process, you’ll be able to leverage your data to solve the shrink that’s biting into your bottom line.

Boost Security and Compliance

Storing all case information in one place makes it easy to keep up with compliance regulations and ensure your data is protected.

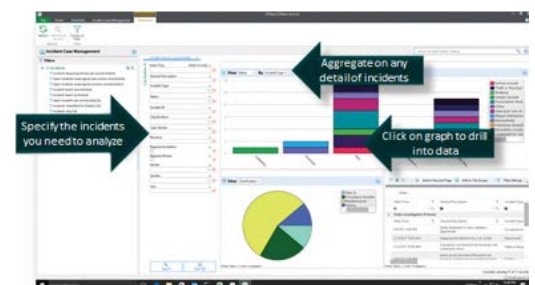


Automatically Send Notifications



- Keep the right people informed when specific incident “types” are reported
- Information sent provides non-personal information only to help maintain security and privacy
- Email notifications are also available on demand
- Users can subscribe to receive notifications when record is changed

Dynamic Dashboard Reports are Included



Specify the Incidents you need to analyze

Aggregate on any detail of incidents

Click on graph to drill into data



POINT SOLUTIONS ARE RAPIDLY DEPLOYABLE KONICA MINOLTA SOLUTIONS

Point Solutions are rapidly deployable Konica Minolta solutions. For many customers, we craft tailored solutions based on current and desired business outcomes. With Point Solutions, we have leveraged customer experience, feedback and industry best practices to create a ready-to-deploy solution from the top down. Working from overarching design goals, we are able to create a model solution that can become an excellent starting point for business needs. This allows us to deliver very complex solutions in a shortened time period.

PARTNERSHIP.

Konica Minolta can help give shape to your ideas and partner with you to achieve your corporate objectives. Contact us to realize opportunities in:

INFORMATION MANAGEMENT

Enterprise Content Management (ECM)
Document Management
Automated Workflow Solutions
Business Process Automation
Security and Compliance
Mobility
eDiscovery Services

IT SERVICES

Application Services
Cloud Services
IT Security
Managed IT Services
IT Consulting & Projects

TECHNOLOGY

Office Multifunction Business Solutions
Commercial and Production Printers
3D Printers
Wide Format Printers
Laptops, Desktops and Computer Hardware
Servers and Networking Equipment
Managed Print Services (MPS)
Managed Enterprise Services

For complete information on Konica Minolta products and solutions, please visit: [CountOnKonicaMinolta.com](https://www.CountOnKonicaMinolta.com)

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