Onspring

→ PEOPLE-POWERED AUTOMATION®

Incident Management

Intelligent Automation & Connected Data Platform

Why choose Onspring for Incident Management?

When something goes awry, speed is as important as your response. Your speed comes from proactively planning for and automating corrective actions. And that's exactly what Onspring brings to your organization in our incident management enterprise solution.

Used to assess and mitigate damage that may occur across your organization from incidents, Onspring also helps you capture and convey the impact of an incident to stakeholders with alerts and analyses.
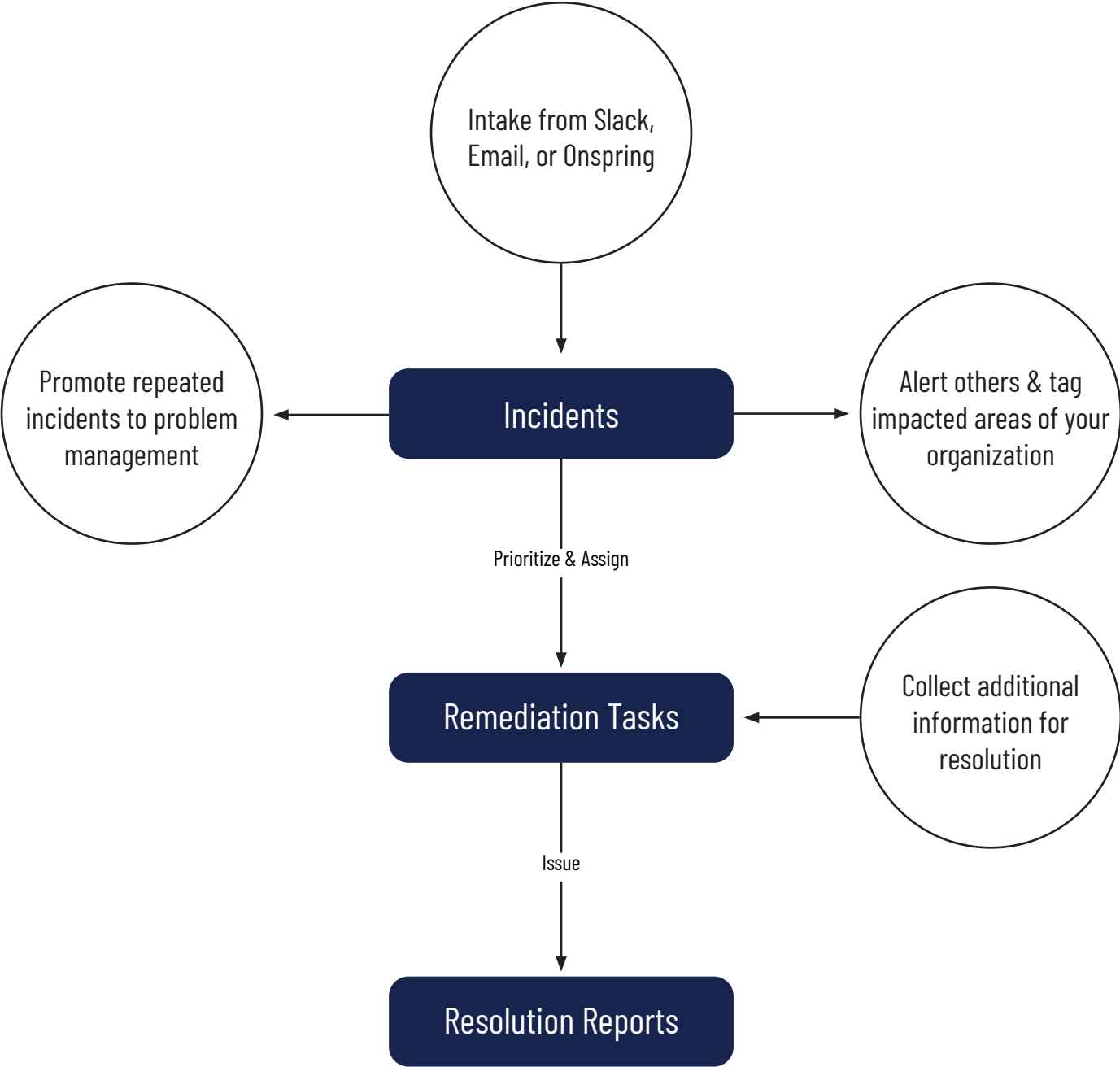

Central dashboard to triage incoming incidents, plus view the landscape of incidents logged and their resolution time.

Personalized dashboards unique to each team member to prioritize their efforts.

One Connected System for End-to-End Incident Management

Intake from Slack, Email, or Onspring

Promote repeated incidents to problem management

Incidents

Alert others & tag impacted areas of your organization

Prioritize & Assign

Remediation Tasks

Collect additional information for resolution

Issue

Resolution Reports

Key Benefits for Incident Management

Onspring aligns your enterprise with live views of critical data and people-centered user experiences to enable risk-based business decisions. One connected system for incident tracking, resolution, and reporting.

→ Intake anonymous incidents from Slack, email or directly in Onspring across your enterprise and catalog by impact & category

→ Establish relationships between incidents and impacted elements, such as locations, policies, risks & business continuity plans

→ Automatically notify impacted parties using custom reports to deliver critical information until resolution

→ Measure response and resolution times, plus evaluate financial & operational impacts

The Onspring Difference

⚡ Omni-data Connectivity

⚡ Made to Scale Up & Out

⚡ No-code, Self-sustaining Administration

People-powered Platform

Onspring is an autonomous solution. As a cloud-based, no-code platform, Onspring is ready to go out-of-the-box and grows with your needs, adapting to methodologies, maturations, roles, and regulations. You can independently run, add, and update our applications on your own to suit any team in your enterprise.

Platform Features

Live Reporting
Real-time data aggregation in tables & graphs that drill directly into incident details

Executive Dashboards
Deliver insights & communicate activities in a role-based command center

Data References
Relate data points to connect incidents to impacted controls, policies, continuity plans & risks

Formulas
Calculate priorities for incident resolution based on impact and urgency inputs

Surveys
Send questionnaires to incident reporters for feedback on recovery time & fulfillment

Access Control
Set permissions by user to create, read-only, edit & delete

Task Management
Assign individual tasks & track completion by team member, due date, risk level & priority

Integrations
Add and update incidents straight from Slack & email

Ready-made
Start immediately with out-of-the-box workflows & reports

Make it your own
Edit to create new intake forms, workflows and approval processes on your own without IT or dev resources

End-to-End Management
Unify incident management efforts with business risk tracking & send automatic updates in real-time

Connection
Automatically connect data with any team in your enterprise & manage their efforts in Onspring

Real ROI

70%
increase in employee efficiencies

50%
reduction in time to process incidents

0 min.
wait to view unresolved incidents

Onspring Customer Success

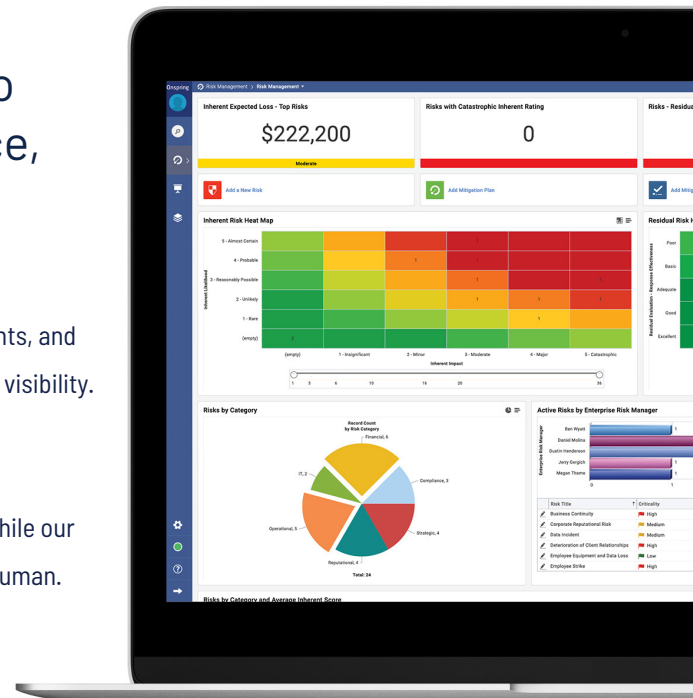| Users Love Us | High Performer | Easiest To Do Business With | Best Meets Requirements | Best Relationship | Best Support | Software Reviews GOLD MEDAL 2021 | Software Reviews TOP RATED CAPABILITY EASE OF IT ADMIN 2021 |

Onspring is no-code process automation software that connects data and teams to improve business intelligence, governance, alignment & resilience.

When people are empowered to create their own workflows, processes, requirements, and reporting, teams are more productive and business runs better. More control. More visibility. More connection. Better decisions.

Onspring is the automation software hundreds of enterprises are built upon. And while our technology continually evolves with business innovations, our approach is always human.

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