

Onspring™

→ PEOPLE-POWERED AUTOMATION®

Problem Management

Intelligent Automation & Connected Data Platform

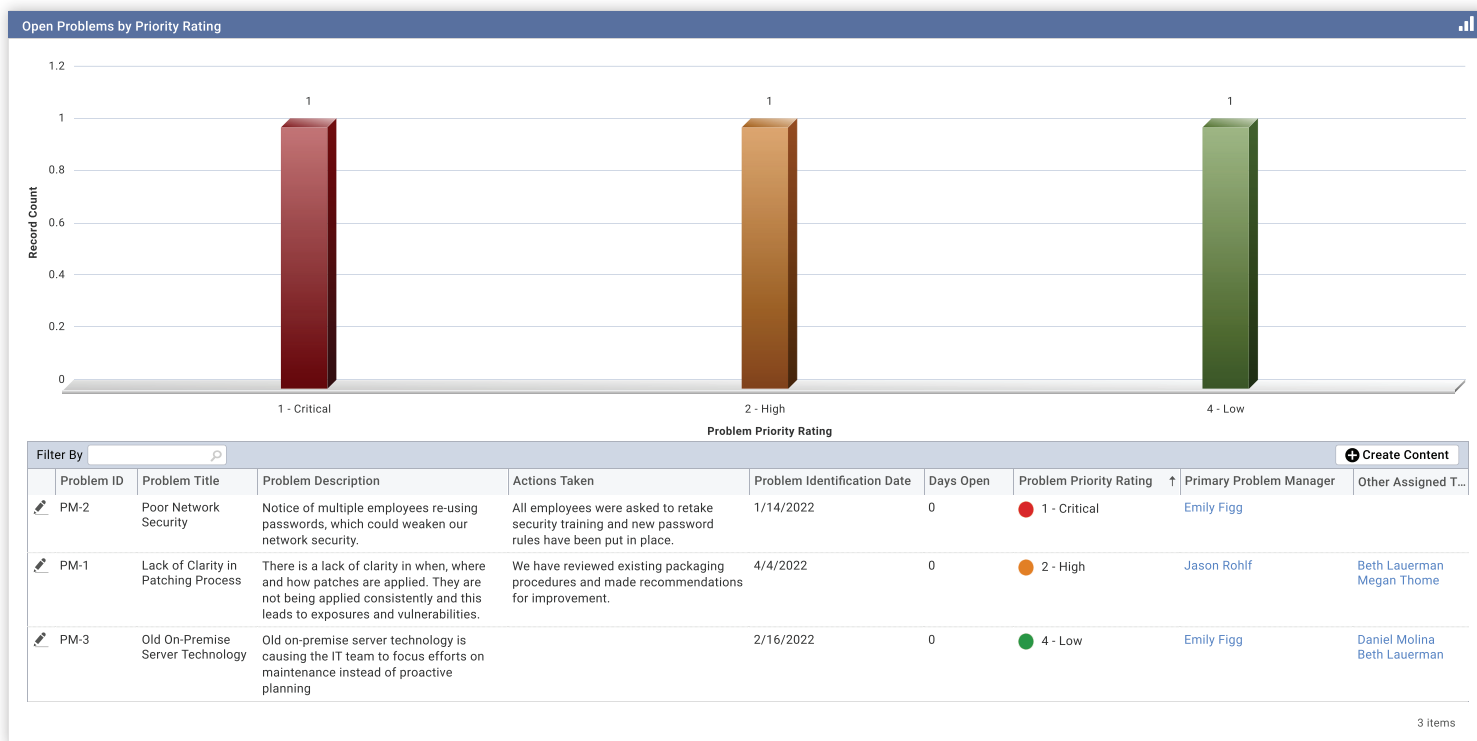


Why choose Onspring for Problem Management

When is an incident more than a one-time error? How can you prevent problems from becoming major disruptions?

Enter Onspring's problem management solution—ITIL-aligned automation that integrates comprehensive, real-time data to reveal root causes and proactively reduce recurrence.

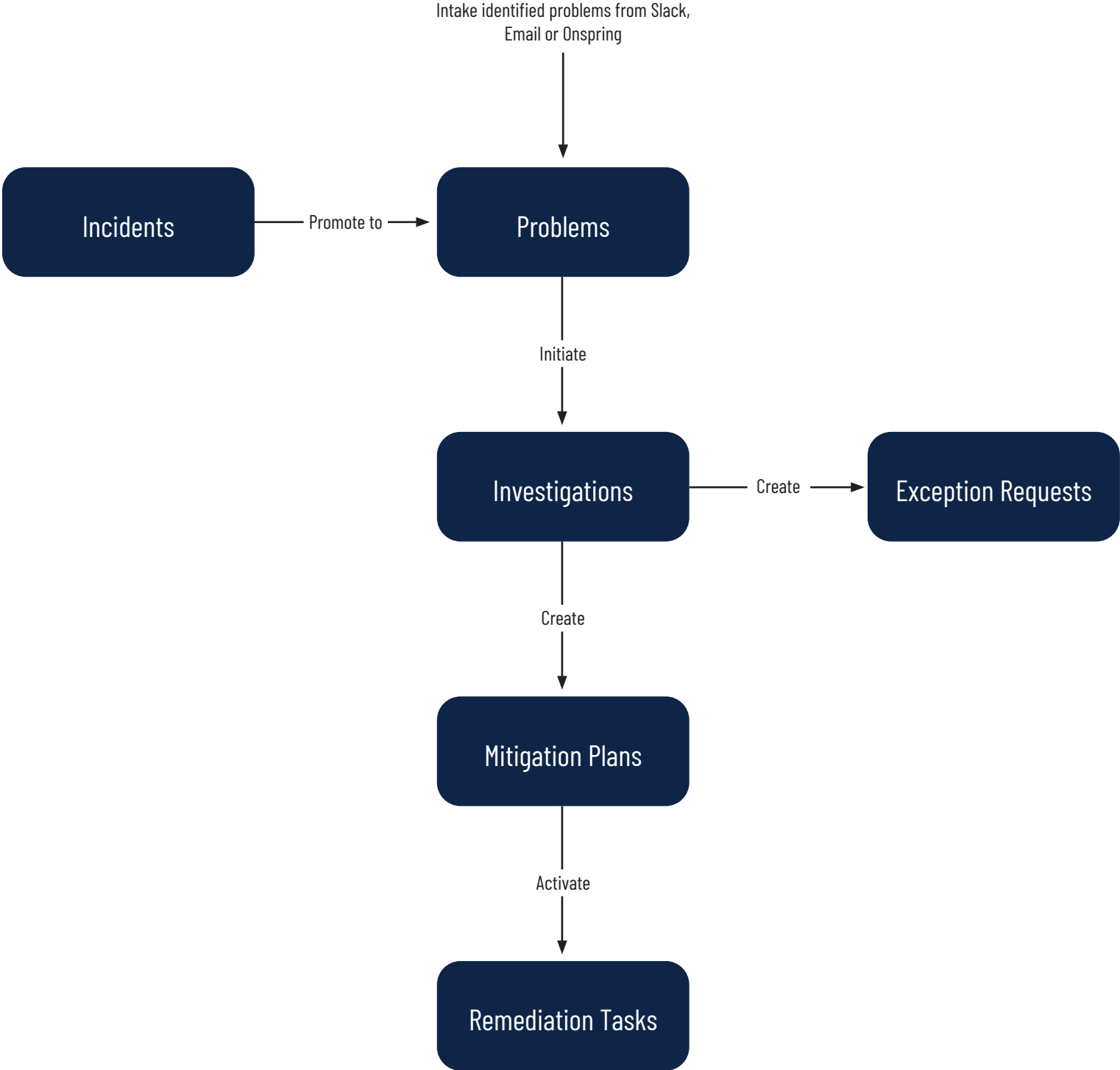
Onspring automates problem management to minimize impact & avoid disruptions. Made to bring IT service teams better information for operational efficiency, Onspring's problem management enterprise solution surfaces potential problems while investigating an incident, tracks root causes, catalogs known errors and related workarounds for efficient resolution.



Assess open problems by priority rating and dig directly into details straight from dashboards.

Relate problems to impacted vendors, risks, continuity plans, and send updates on known issues and resolutions.

One Connected System for End-to-End Problem Management



Key Benefits for Problem 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 problem identification, tracking, resolution, and reporting.

- Utilize logic, automation controls and reporting to proactively identify larger issues and escalate incidents to problems
- Systematically relate incidents to problems and problems to risks, policies and/or vendors
- Evaluate, aggregate, and analyze urgency, downtime and impact associated with individual problems and resolutions
- Assess the time and costs required to resolve problems and associated ROI
- Send automated problem notifications and updates to users per SLAs

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 & maps that drill directly into problem details



Executive dashboards

Command center to share information & communicate actions



Data references

Relate data points to connect problems to incidents, controls, policies, continuity plans & risks



Formulas

Calculate priorities for problem resolution based on impact & urgency



Surveys

Send questionnaires internally & externally to gather intelligence for problem resolution



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

Promote incidents to problems straight from Slack & email



Ready-made

Start immediately with out-of-the-box workflows & reports, just add your data



Make it Your Own

Edit & create new workflows & reports on your own without IT or dev resources



End-to-End Management

Unify problem management efforts with business risk tracking & send automatic updates in real-time



Connected

Automatically connect data with any team in your enterprise

Real ROI

70%

increase in employee efficiencies

50%

reduction in time to process problems

0 min.

wait to view unresolved problems

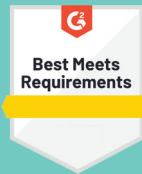
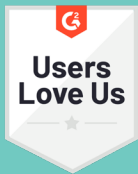
Onspring Customer Success

"Onspring offers proven, fully operational functionality, which gave us confidence for our processes to manage incidents, problems, controls, and compliance. Plus, it is much more user friendly than other systems we've seen."

- WESTERN UNION

"We use Onspring to manage privacy incidents, run our HIPAA audit program, understand risk in our environments, and facilitate various workflows. Onspring has been a great tool for us in visualizing enterprise risk."

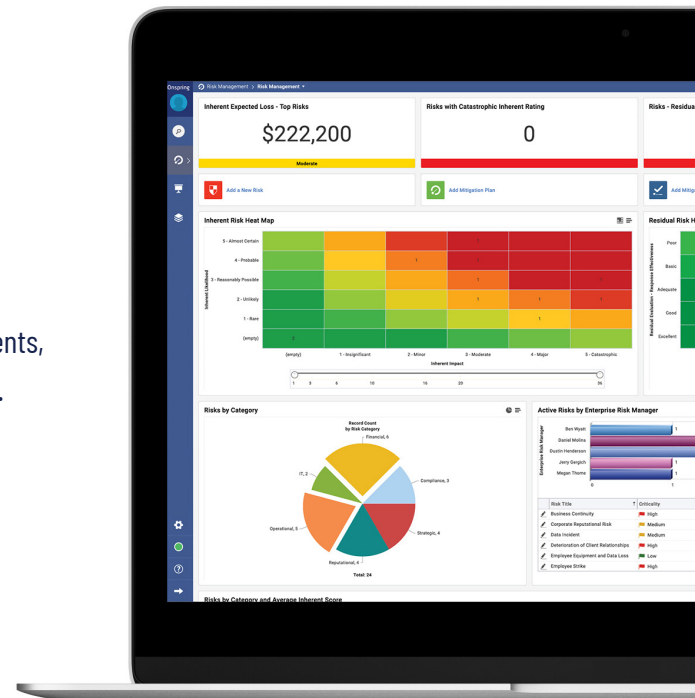
- MEMORIAL HERMANN HEALTH SYSTEM



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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