



NOWECO

**NORTHWEST CONTROLLING
CORPORATION LTD.**

Enterprise Risk Manager™

Enterprise Issue Manager™

Enterprise Incident Manager™

Control Self Assessment™

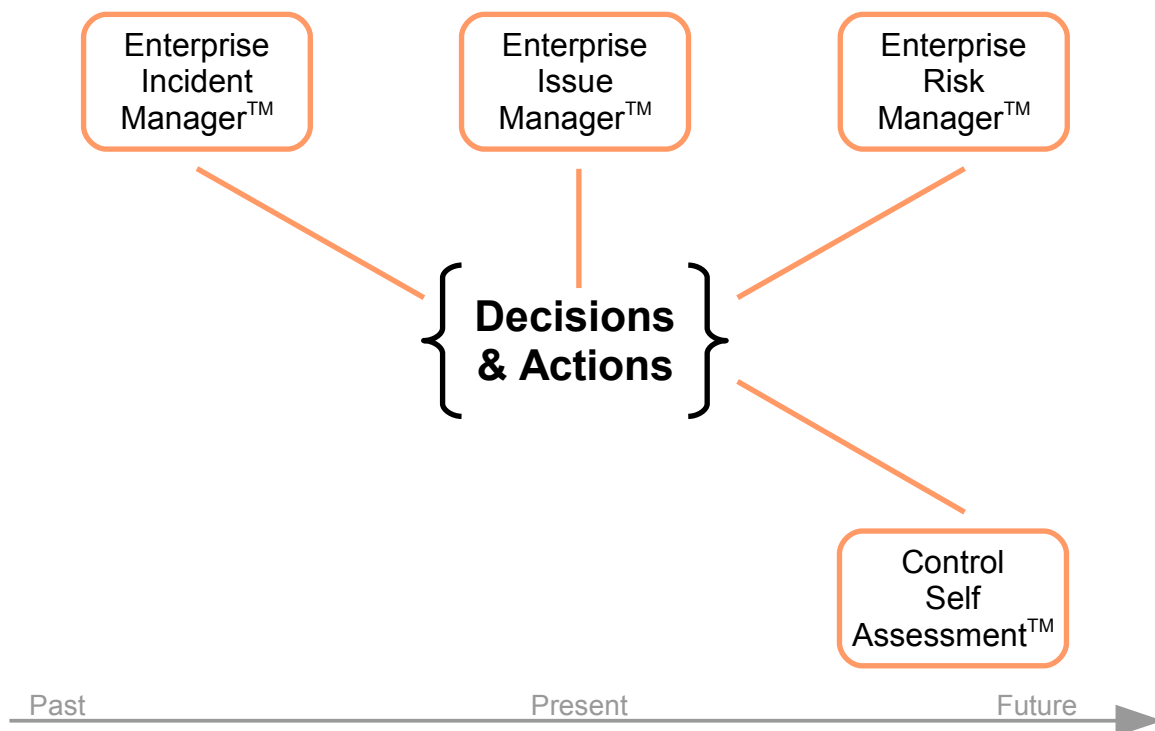
Managing for Improvement

MANAGING FOR IMPROVEMENT

Incom's management software is devoted to manage what may interfere the achievement of an organisation's goal. Whether these are risks, issues, or incidences. They have in common to focus on actions: actions to correct past occurrences (re-active) or prevent future occurrences (pro-active).

Making Decisions and taking Actions

All modules focus on making decision and taking action towards improvement of the business performance. This may be re-active by correcting a performance or looking forward by preventing (probable) occurrences that jeopardise success.



The modules and their focus

Though all of above modules have in common to support decision making and taking action, they focus on different aspects of management. These are:

- ◆ **Enterprise Risk Manager™:** Risks are probable occurrences in the future that adversely affect achieving goals. A risk management system is used in order to mitigate consequences of risks and/or the likelihood of their occurrence. Enterprise Risk Manager™ is a software product to manage operational risks (distinguished from credit or market risks). Enterprise Risk Manager™ can be used within any industrial sector.
- ◆ **Enterprise Issue Manager™:** Issues form a gap between the organisation's performance and stakeholders' expectations. An issue management system must be able to effectively and efficiently prioritise and manage issues to meet organisational and statutory responsibilities. Enterprise Issue Manager™ is a tool that supports the issue management process.

- ◆ **Enterprise Incident Manager™:** The most important criterion of an incident management system is the ability to swiftly manage incidents to reduce disruptions of business processes. Enterprise Incident Manager™ is a tool that supports the incident management process.
- ◆ **Control Self Assessment™:** Control Self Assessment™ allows an enterprise-wide assessment of business processes and their effectiveness. Compared with an audit software Control Self Assessment™ focuses less on what happened than on what might happen.

ENTERPRISE INCIDENT MANAGER™

Risks are future events that are likely to occur and have negative consequences. When risks – whether identified as such or not – occur they are called incidences. Enterprise Incident Manager™ contains a comprehensive Incident Register which is a powerful injury incidents management system, but extends to cover any type of incident, and has the facility to document causes and remedial actions. General incidents include non-injury accidents, theft, fire, arson, criminal acts, process failure, system failure, etc.

An incident management system is a valuable tool that provides you with information and feeds back into the employment of resources in managing incidents. This software simplifies the task of managing incidents and is adaptable to manage any number and type of incidents.

Configurable System

The organisational structure may be altered to suit your business. All data fields may be renamed and custom data entry forms may be setup.

Any number of incidents may be entered against any category, asset, department, division, etc. An estimate of the severity and priority is assigned to each incident and the incident rating is derived by the system. Any number of causes or actions may be applied to any incident.

The Incident Register may be integrated with the Risk Register. Collectively, the two tools provide a powerful system for optimal business management.

Powerful System

All incident reports allow incidents to be selected and filtered by category, asset, department, division, etc. An Executive Summary report cuts right across the incident register (or within a specific context) to report the highest incidents giving a quick snapshot for senior executives.

Incident Register monitors itself with aggregated data such as the number of incidents relating to each category, active incidents, critical incidents; incident actions due and overdue, actions in progress and completed, incident and action contacts and owners.

TECHNOLOGY

Enterprise Incident Manager™ is a web-enabled multi-user Microsoft .NET application using SQL Server relational database supporting hundreds of people across the enterprise.

It includes Microsoft Windows single sign-on authentication, role based security for incident management in context, international currencies and dates, and translatability to any other natural (human) language.

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