

caWeb5 **Problem Resolution Software**



Easy steps to identify the problem, designate the team members, and execute tasks/actions to resolve the problem!

Deliver faster problem resolution and prevent recurrence – Improve collaboration between team members - Eliminate unnecessary meetings – Hold your employees accountable - Prevent Major Disasters before they occur.

Don't let important problems fall through the cracks...

All problems/tasks in one area for easy access - Add attachment and files for any problem/task
Take action 24/7/365 anywhere in the world - Detailed management reports on each step in the process.



**Manage tasks for resolving any Business Problem!
Corporate Action Systems by HGI**

FEATURES:

Web Based Multi User Applications
Outlook Integration
Electronic Signatures
Automatic Email Notifications
Anytime – Anywhere Access
Robust Security
Instant Reporting
Trend & History Analysis
Fast Specific Searching
Collaboration at all levels
ISO 9001:2015 Compliant
Internal or Hosted Access

Built In Reports

Corrective Action
Problem List
Problem Aging
Problem Pareto
Problem Trend
Problem Summary
CA Request
Problem Detail
Planning Chart

Task Reports

Action List
Action Aging
Action Pareto
Action Trend
Action Detail
Planning Chart

User Reports

User Detail
User List

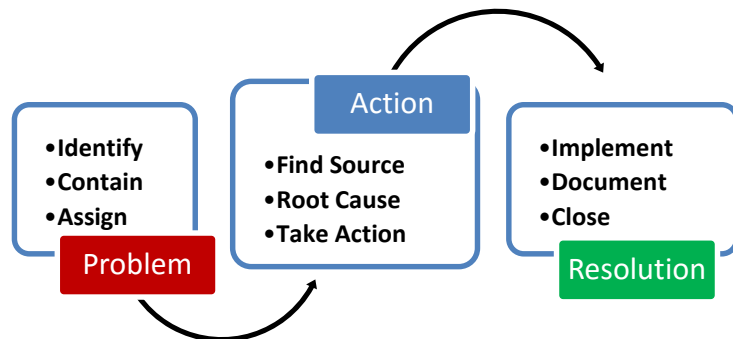
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When problems arise that require immediate action, what do you do?
Send an email?

How many times have you sent an email asking for something with no response and no action? If you use email to manage tasks or assignments, you already know it doesn't work, does not track immediate action and does not hold your employees accountable.

Don't let important problems fall through the cracks...

Easy Automated Steps for Problem Resolution



FIX ISSUES SYSTEMATICALLY - Maintain documentation of activities required to contain, isolate, and correct a problem or deficiency. Comply with standards, including the latest ISO 9001:2015 guidelines.

ANALYZE THE REASONS FOR A PROBLEM - Analyze the root cause and solution to any type of problem. Use built-in reports and graphs to find the few problems causing the most pain.

ADD ATTACHMENTS TO ACTION STEP - Include and attach any other information relevant to the problem.

OUTLOOK INTEGRATION - Raises the visibility of actions assigned to users by making them tasks or appointments inside Outlook. Originators are reminded with tasks so they can follow-up with responsible parties before records become overdue.

DETAILED REPORTS ON EACH ISSUE - Problem List Report – Aging List Report – Pareto Report – Trend Report – Summary Report – Detail Report – Charts

DECREASE COSTS – INCREASE TEAM PRODUCTIVITY AND EFFICIENCY by streamlining your processes for identifying critical activities, tracking problem resolution, enhancing communications, and making employees accountable.

PARTICIPATE ANYTIME – ANYWHERE - Take action 24/7/365 anywhere in the world.