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
**Problem Resolution Software**

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**

1. **Problem**
   - Identify
   - Contain
   - Assign

2. **Action**
   - Find Source
   - Root Cause
   - Take Action

3. **Resolution**
   - Implement
   - Document
   - Close

**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.


**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.

---

**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

---

**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

**Contact Information**
- 4001 Kasper Drive - Orlando, FL 32806
- 1-800-476-9000  www.harrington-group.com