

# **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

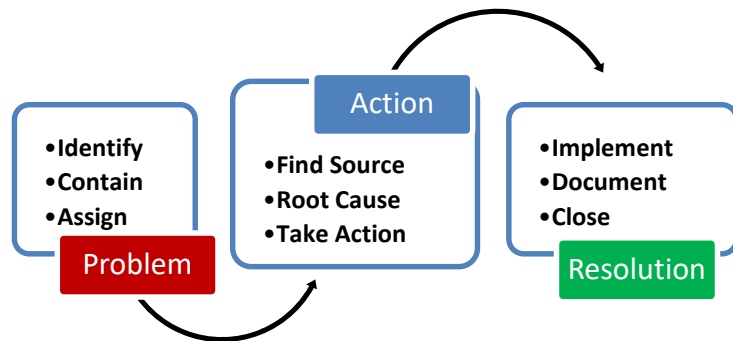
# caWeb5 Problem Resolution Software

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



**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.