Incident and Compliance Management

Improved Business Agility When it Counts Most

AT A GLANCE

KEY CHALLENGE: Businesses are coping with global competition, more government regulations, higher customer expectations, tighter margins, and pressure to get products to market quickly, leaving them increasingly vulnerable to health, safety, security and environmental issues. These issues can cause serious injury and loss of life, as well as plant shutdowns, financial losses, environmental damage, and harm to corporate reputation as evidenced by recent high-profile accidents and natural disasters.

THE SOLUTION: Pega's Incident and Compliance Management solution, built on Pega Build for Change® Technology, provides an integrated framework that revolutionizes incident management and compliance processes. Pega speeds reaction time with coordinated, multi-channel communications, intent-driven work processes, compliance reporting, real time performance monitoring, and analytics to help minimize risk.

With Pega, global industry leaders have reduced incident response from days to hours, improved operational efficiency and significantly decreased property loss and risk.

Reduce Incident Response Time, Non-Compliance Risk and Costs

Businesses are highly motivated to prevent incidents that threaten health, safety, security, or the environment. Improving processes to reflect best practices and updating systems to keep up with changing requirements can be time-consuming and expensive. The risk of not complying with the expanding body of safety and environmental regulations can be even more costly.

Pega's Incident and Compliance Management is an innovative solution that allows businesses to quickly define, modify, and automate processes critical to ensuring safety and compliance. Pega's dynamic case management captures all the elements of an incident and provides a holistic view that speed reaction time, facilitates collaboration, monitors progress, and ensures timely regulatory compliance.

Recognized by leading analysts as the clear market leader of intelligent BPM, Pega's comprehensive solution helps businesses:

▶ Detect, react and respond to incidents in a rapid, decisive, and coordinated way.

▶ Incorporate industry best practices into processes, procedures and models.

▶ Reduce risk and costs related to compliance with global environmental and safety regulations.

▶ Evaluate probable causes of events and near misses and predict the potential for future recurrence.

▶ Close the incident and compliance information gap by eliminating data silos.

▶ Align business processes with business objectives and quickly update them as business demands change.

BUILD FOR
CHANGE®

Pega®

Incident and Compliance Management

THE PEGA DIFFERENCE

Respond to Incidents with Greater Agility

▶ Dynamic case management facilitates productivity and collaboration as events unfold, and manages all case components for the entire incident lifecycle.

▶ Automates tasks and escalation dispatching cases to appropriate team members.

▶ Multi-channel capture and response supports collaboration across diverse communication channels for swift, coordinated responses. Flexible deployment options allow Pega solutions to be built and deployed on the cloud, on-premise or switched from one to the other as required.

Achieve Compliance, Improve Transparency, Minimize Risk

▶ Built-in forms and report formats reduce the time and cost of complying with regulatory reporting requirements.

▶ Automated processes increase ease of incident reporting, increasing capture rates to provide holistic view of all incidents across the operation.

▶ Automated performance monitoring tracks compliance in real-time.

▶ Comprehensive audit trails document actions and create greater transparency for all stakeholders.

▶ Real-time analytics assess probable causes of incidents, recommends Next-Best-Actions, and provides feedback for avoiding future recurrence.

Transform Business Processes Efficiently and Effectively

▶ Build for Change® technology speeds the development, deployment, integration, management and modification of the solution.

▶ Pre-built modules incorporate industry best practices that can be quickly configured to your business requirements.

▶ Patented specialization model and asset repository allows you to build one model for global requirements.

▶ Highly visual models and intuitive dashboards empower business users to play a greater role in defining and updating processes.

▶ Leverage existing data sources and extend core ERP solutions while addressing changing business needs.

Reporter **Safety Officer** **Operations**

Pega Incident and Compliance Management

Reviewer **Investigator** **Corporate/ Government**

Pega revolutionizes Incident and Compliance Management by helping businesses respond to planned and unplanned incidents in a rapid, decisive, and coordinated way, while reducing risk and costs related to global compliance with safety and environmental regulations.