Incident/Issues/Complaint Management Solution

ViClarity®

Organizations often are too reliant on paper forms and spreadsheet-based incident and complaint tracking processes. ViClarity's end-to-end management tool allows organizations to automate those manual processes to save time—no more rush to finish reports in time.

Log, track, manage and report on incidents and complaints quickly and easily. The automated nature of logging and reviewing in the ViClarity platform allows for quicker resolutions and eliminates the lag times associated with more cumbersome manual processes.

Features

Efficient Data Collection
System workflow allows users to quickly log incidents and input details for review. Managers are automatically notified and prompted to review incidents when required.

Customized Notification
Send customizable email notifications based on criteria in a workflow. Stay on top of follow-ups and reminders to prevent items from slipping through the cracks.

Dashboards & Reports
Configurable, color-coded dashboards reflect real-time incident or complaint data. Automate the creation of reports based on your team's preference.

Module Linking
With the impact incidents can have on compliance results and risk programs, linking to other modules allows instant review of issues that may affect compliance or risks.

Benefits

Decreased Resolution Time
Automatic notifications and intuitive workflows enable quicker responses in a secure environment.

Increased Efficiency
Eliminate manual administration associated with incident and complaint reporting for time savings and provide real-time views for all key stakeholders.

Real-Time Analysis
Immediately view all incidents or complaints across locations or regions to improve organization oversight and decision-making efficiency.

Full Oversight
Linking modules provides full oversight for all stakeholders and ensures that after data is entered once, it doesn't need to be re-entered on numerous occasions.

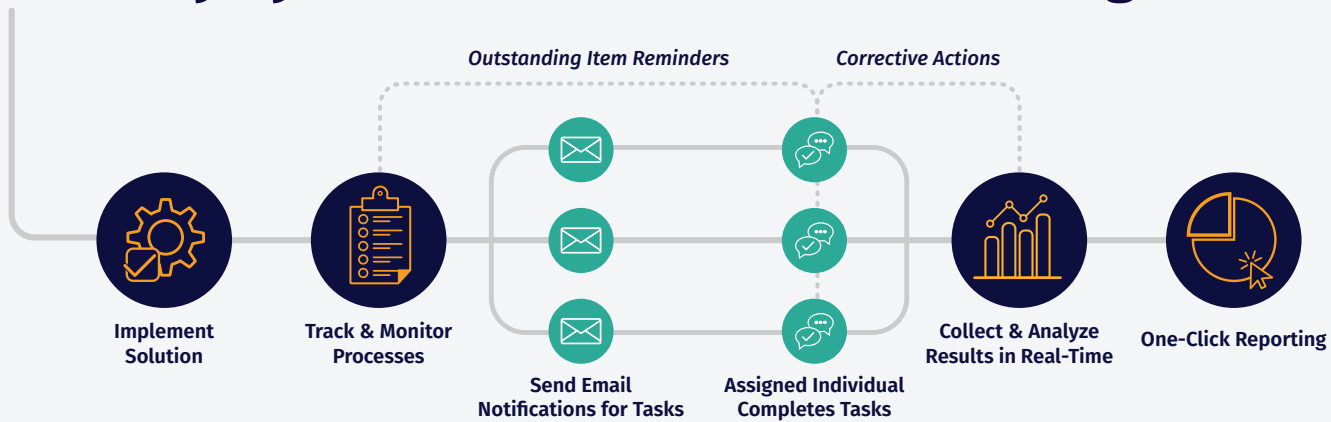## BFCU Benefits from Efficient Complaint Resolutions

"I'm very excited about our new, automated processes. It's great having so many things on one platform. The connectivity of the modules makes things so much more efficient."

Catherine Guerard
VP of Member Services at Boston Firefighters Credit Union

ViClarity System Workflow: Incident Management

Outstanding Item Reminders

Corrective Actions

Implement Solution

Track & Monitor Processes

Send Email Notifications for Tasks

Assigned Individual Completes Tasks

Collect & Analyze Results in Real-Time

One-Click Reporting

Implementation & Onboarding Roadmap

Streamline Governance Operations in 4–12 Weeks*

4-12 Weeks*

Kick Off
Meet the team to create a communication plan and implementation expectations.

Analyze
Collect documents, templates and information that fit your requirements and processes.

Design
ViClarity builds a first draft of your solution and conducts an architecture review.

Approve
Review and fine-tune the designed solution until your organization is ready to approve the final module.

Onboard
Complete training and begin using the software for your processes, workflows and requirements.

Support
Engage Technical Support and Customer Success teams to ensure you use the software most effectively.

Guided by Expert Project Management

At ViClarity, we prioritize your success with a dedicated team of **PMI-certified project managers** to guide your system setup and launch. These experts ensure a smooth rollout across your organization with minimal disruption, typically completing implementation within 4–12 weeks*, depending on project scope and availability.
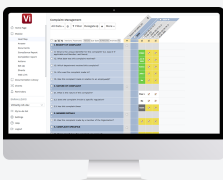
After launch, our **Customer Success Team** continues to support you, ensuring you maximize the system's capabilities and stay informed on industry trends. For any technical needs, our **Technical Support Team** is always ready to assist.

*Typical range based on project scope and client availability.

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