



Getting Started with OnSolve Incident Management





OnSolve® Incident Management puts the power of business continuity, disaster recovery and communications plans in your hands. With this combination, you can activate response teams quickly and accurately.

When your organization is armed with the ability to make fast, informed decisions, you can better manage critical events and boost operational stability.

From day one, our experts are your experts. You're guaranteed ongoing support from implementation to onboarding and after you take command.

Here's a high-level look at what you can expect:

Phase 1



Start Your Implementation

During project kick-off, we'll review what we already know about your needs, get up to speed on any changes and go over how our experts will collaborate with you throughout the process.

You'll meet your dedicated OnSolve team, receive an overview of their backgrounds and complete a review of OnSolve Incident Management.

During the demo, you'll see the options available and the advantages this solution provides. We'll review the implementation timeline, including all deliverables, to ensure you understand the progression.

After answering all of your questions, we'll tailor a schedule of configuration meetings that meets the needs of your various departments.



Phase 2

Coach Your Team

Your OnSolve team is dedicated to helping you get the most out of Incident Management. You'll connect regularly to get up to speed and ensure best-in-class delivery and engagement. They're here to provide you with the tools you need to achieve your goals. This process ensures you receive a customized fit:

Determine User Access — Organization is key when it comes to building a strong foundation for your system. We help you review your operations relative to your employee hierarchy so everyone has access to the right system functionality to meet their goals.

Review Optional Features — We review the options for additional customization so you can take advantage of add-on features that best meet the needs of your specific industry and your particular organizational structure.

Introduce the Mobile Application — We walk you through using the app until you're confident navigating it independently. The intuitive design of the interface makes this a refreshingly simple process.

Prepare for Roll-out — Once your system is ready to go, we'll help train your team. We provide guidance on user adoption, as well as advice on best practices and strategies to ensure everyone is on board. In addition to training system users, we'll advise on system UAT testing, internal processes and system launch. To ensure long-term success, we'll also help you devise a continuous maintenance plan and identify ongoing testing recommendations.



Phase 3

Care For Your Needs

Once you're up to speed, we remain by your side.

After implementation, you'll make a seamless transition to our Support Team. The team is ready whenever you need us. For the life of our relationship, you'll have easy access to 24/7/365 Customer Support and regular account management check-ins.

The inclusive User Guide for self-teaching is available with just a click, and subject matter experts will continue to consult with you as your platform evolves. OnSolve helps you improve organizational resilience with every step.

Move from awareness to action with confidence – [Learn more.](#)

About OnSolve

OnSolve is a leading critical event management provider that proactively mitigates physical threats, allowing organizations to remain agile when a crisis strikes. Using the most trusted expertise and reliable AI-powered risk intelligence, critical communications and incident management technology, the OnSolve Platform enables enterprises, SMB organizations and all levels of government to detect, anticipate and mitigate physical threats that impact their people, places and property.

With billions of alerts sent annually and proven support for both the public and private sectors, OnSolve is used by thousands of entities to save lives, protect communities, safeguard critical infrastructure and enable agility for the organizations that power our economy.

For more information, please visit www.onsolve.com.

