

Incident Management Software

Riskconnect's Incident Management software captures data right at the source to quickly, consistently, and accurately get information to those who can investigate, evaluate, and act.

Capture data consistently and completely. Collect details from all types of incidents any time from any place via guided forms that automatically trigger the appropriate action.

Stay ahead of issues. Spot early-warning signs, monitor trends, and manage incidents all from one place.

Respond quickly. Streamline workflows, automate routine tasks, and facilitate collaboration among stakeholders to swiftly address issues and minimize the impact.



Incident Management Software Product Highlights

MULTICHANNEL INTAKE

Submit incidents any time from anywhere via mobile, web, email, text, or API.

AUTOMATED TRIAGE AND ASSIGNMENT

Score events based on severity, impact, and business rules – and automatically route to the right owner (adjuster, safety officer, legal, etc.).

COMPLIANCE AND ESCALATION SUPPORT

Capture data in line with regulatory requirements – including OSHA, HIPAA, and GDPR – and escalate incidents to crisis management when impact thresholds are crossed.

DYNAMIC INTAKE FORMS

Capture and categorize data by incident or claim type with intuitive forms that automatically adapt to user input.

EVIDENCE AND DOCUMENTATION CAPTURE

Upload photos, reports, injury logs, and legal correspondence directly into the file to ensure records are complete and audit ready.

CENTRALIZED CASE CREATION

Convert intake submissions into formal incidents or claims, automatically triggering appropriate workflows, routing, and investigations.

DUPLICATE DETECTION AND VALIDATION

Instantly identify overlapping entries and enforce data validation rules to maintain accuracy.

Streamline Your Incident-Reporting Process

Is every incident reported – and reported accurately? Riskonnect's Incident Management software makes it easy to accurately record incidents of all types – insurance claims, physical events, safety, cyber, and more – in one place.

- Record data right at the source, any time, on any device.
- Improve accuracy and consistency with intuitive forms, simplified workflows, and automatic data validation.
- Guide users through the reporting process with dynamic logic.
- Capture data in line with regulatory requirements, including OSHA, HIPAA, and GDPR.

Respond Quickly to Every Incident

Are incidents snowballing before you have a chance to respond? Riskonnect's Incident Management software captures every detail relating to an incident, so stakeholders have everything they need to respond quickly right at their fingertips.

- Route incidents directly to the appropriate owner.
- Automatically send alerts and escalate incidents to crisis management when impact thresholds are crossed.
- Attach pictures, documents, and other information directly to the file.

Get More Insight into Your Incidents

Can you make important connections between incidents in time to prevent future issues? Riskonnect's Incident Management software helps you spot early-warning signs to get in front of emerging issues.

- Track and monitor incident status in real time.
- Score events based on severity, impact, and business rules.
- Understand important connections to identify trends early.



Integrated Risk Management Solutions:

INSURABLE RISK

- Risk Management Information System
- Claims Management
- Billing
- Policy Administration
- Health & Safety

ACTIVE RISK MANAGER

HEALTHCARE RISK & PATIENT SAFETY

GOVERNANCE, RISK & COMPLIANCE

- Enterprise Risk Management
- Third-party Risk Management
- Environmental, Social & Governance
- Compliance
- Internal Audit
- Internal Controls Management
- Policy Management
- Project Risk Management
- IT Risk Management
- AI Governance
- Business Strategy

BUSINESS CONTINUITY & RESILIENCE

- Business Continuity Management
- Operational Resilience
- Emergency Notifications
- Crisis Management
- Threat Intelligence

About Riskonnect

Riskonnect is the leading integrated risk management software solution provider. Our technology empowers organizations with the ability to anticipate, manage, and respond in real time to strategic and operational risks across the extended enterprise.

More than 2,700 customers across six continents partner with Riskonnect to gain previously unattainable insights that deliver better business outcomes. Riskonnect has more than 1,500 risk management experts in the Americas, Europe, and Asia-Pacific. To learn more, visit riskonnect.com.

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