

Incident Management

A market leading software that manages campus operations and critical activity reporting

The software has been developed to provide a modular and flexible database that manages various campus reporting requirements. The software has been designed to provide automated workflows, improve audit and accountability and utilise automated features that improve efficiency.

Our Incident Management software can be used to record, allocate, monitor and close a variety of activities including risk assessments, incidents, welfare and compliance providing a highly flexible and easy to use single reporting system



Twenty Four Seven

Our online software system is available through the majority of computers, smartphones and tablet devices to provide a 24/7 resource for designated staff to be able to receive and respond to any type of report made through the control room or via the phone app by the public, staff or students

Configurable

Recent activity in government regarding the need for a more cohesive process for supporting students and their wellbeing, has applied pressure to universities to ensure students are supported. The management of student wellbeing, security and student services can be provided within our Incident Management Software

Developed through experience

KIM Software have worked closely with UK police forces and Government agencies for over two decades and have used this experience to build a platform that allows for the efficient and fully compliant management of incidents. Following from Police best practice and taking concepts from the National Briefing Model the platform offers a handover feature that allows for important information to be briefed when operated between shifts. The software provides for automated text and email alerts for both the staff dealing with incidents and the public reporting them. Security staff are also able to record incidents and shift supervisors can allocate these for resolution. The incidents can cover a wide range of security or personal incident types. Where Incidents are recorded the software can facilitate associated file uploads to include various file types, to include, video/CCTV, audio, photographic, documents and scanned handwritten statements where needed. Sensitive material can be saved and held as 'private' for selective users only and records can be exported as a required file type where needed, for example - to use within an email to Police.

In addition, the platform holds details of activity logs to record routine patrols, checks or assessments, any of which can be linked to Standard Operating Procedures. Event planning is made available to assist with the management of future activities for example open days or facilities closures.



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