

SYSTEM INCIDENT REPORT

Impart Solutions, Inc. offers System Incident Report (SIR) System, an online system that provides superior functionalities in tracking incident requests and issue reports from customers.



Advantages of Using SIR

Conventional email is not an issue tracking system wherein it does not meet the client requirements for a system to track their incidents and monitor performance. The SIR system caters to the client's requirements enabling them to efficiently track and monitor issues from the point the issue was raised up to its resolution.

With SIR, each incident report is clearly assigned to an owner. It is always clear who has to take action for the SIR.

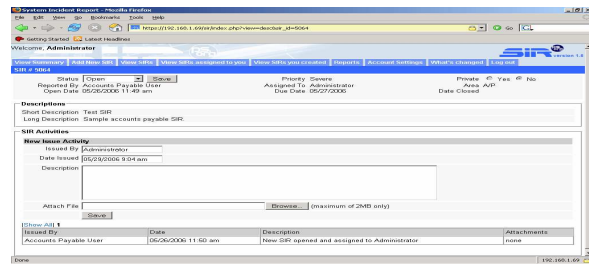
SIR supports multiple assignments of a single incident to multiple owners in cases where more than one person is required to resolve the incident. With SIR, each response is tracked so the entire history of the incident can be saved and reviewed.

SIR is collaborative software. It becomes more valuable when more people use it. Searches for similar incidents are possible so a knowledge base repository is retained. Other users may use that same information to resolve similar issues without any additional interaction.

SIR has been proven to be of industrial quality. It has been deployed and used in multiple client environments running 24x7 stable with multiple simultaneous connections and with low system overhead.

Key Features

- SIR's main feature provides the facility to track issues, requests and incidents through an intuitive interface.



- Incident tracking workflow – SIR follows an industry standard incident tracking process of raising and serving incident requests. From creation of a new incident request up to closing the issue for archiving, SIR effectively tracks and monitors the status flow of the issue in each step taken.

The following diagram depicts the SIR workflow

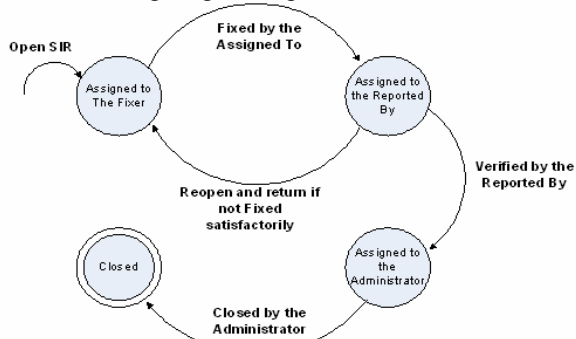


Diagram 1.0: SIR Workflow

<ul style="list-style-type: none"> ■ Email notification support - SIR allows automatic email notification to be sent to the user assigned with the SIR. ■ SIR Summary - shows at a glance to get the overview of the status and number of SIRs assigned to you. ■ Configurable - allows the SIR system administrator to customize and configure the SIR system. ■ Reports - allows generation of SIR reports based on parameters specified. ■ Privacy - Private SIRs may be created that is only visible to the person it is assigned to. ■ Document Attachments - for additional information about a SIR, documents may be attached to it. ■ Multiple Groups - are supported so that each user may belong to a group. Based on the privacy settings, only users belonging to the same group may see each other's SIRs. 	<p>SIR provides a flexible online issue tracking system that would enable the client to effectively monitor and enhance the level of performance of his job function.</p>
	<p>Benefits of Working with Impart Solutions</p>
	<p>We build lasting relationships with our clients by helping them create new business models and innovative solutions thereby enabling organizations to leverage technology for a stronger return on investment and provide enhanced services to their customers, vendors and employees.</p>
	<p>Contact Us</p> <p>If you would like to learn more about how we can help your organization, please contact us at +1-312-533-4100 or +1-312-698-8615 or email us at info@impartsolutions.com</p>