

Incident Management: Reported Anywhere, Managed Centrally.

InciVare® Solution Brief

The Intelligent Platform for Incident Management

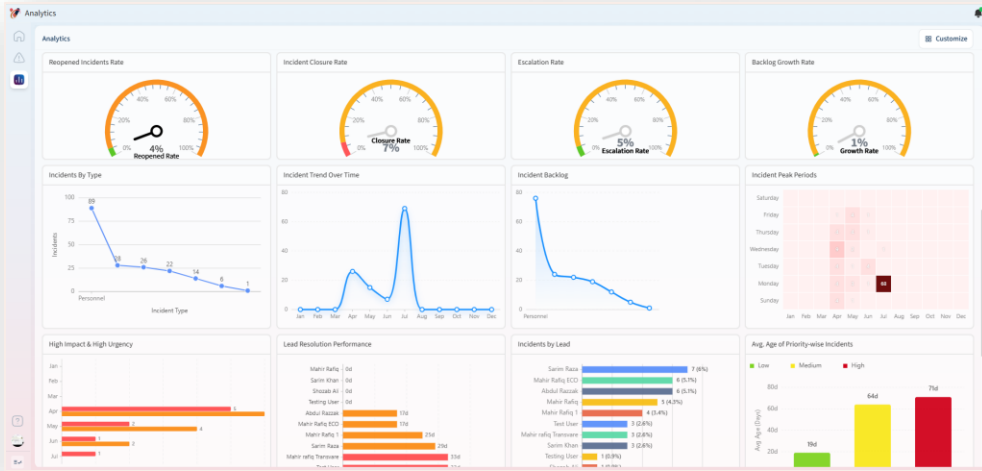
Streamline incident management, enhance response, and improve operational oversight. 



Built on industry-leading incident management and governance best practices.

Enabling organizations to manage incidents with visibility, accountability, and the operational insight needed for timely decision-making and effective resolution.

Streamline Your Incident Management Process



The Report Incident form allows users to quickly report and track incidents. It includes a welcome message for the user, a form to enter incident details, and a login button.

Report Incident

The Track Incident form allows users to track the progress of an incident. It includes a welcome message for the user, a form to enter incident details, and a login button.

Track Incident

Incident ID	Incident Description	Status	Priority	Assigned To	Assigned Date	Assigned Time	Assigned Location	Assigned Category	Assigned Sub-category	Assigned Type	Assigned Sub-type	Assigned Status	Assigned Action
INC-000001	High priority issue	Active	High	John Doe	2023-01-01	10:00 AM	Room 101	IT	Hardware	Network	Router	Open	Investigate
INC-000002	Medium priority issue	Active	Medium	Jane Smith	2023-01-01	11:00 AM	Room 102	IT	Software	Application	Web	Open	Investigate
INC-000003	Low priority issue	Active	Low	John Doe	2023-01-01	12:00 PM	Room 103	IT	Hardware	Network	Switch	Open	Investigate
INC-000004	High priority issue	Active	High	Jane Smith	2023-01-01	13:00 PM	Room 104	IT	Software	Application	Mobile	Open	Investigate
INC-000005	Medium priority issue	Active	Medium	John Doe	2023-01-01	14:00 PM	Room 105	IT	Hardware	Network	Firewall	Open	Investigate
INC-000006	Low priority issue	Active	Low	Jane Smith	2023-01-01	15:00 PM	Room 106	IT	Software	Application	Desktop	Open	Investigate
INC-000007	High priority issue	Active	High	John Doe	2023-01-01	16:00 PM	Room 107	IT	Hardware	Network	Router	Open	Investigate
INC-000008	Medium priority issue	Active	Medium	Jane Smith	2023-01-01	17:00 PM	Room 108	IT	Software	Application	Web	Open	Investigate
INC-000009	Low priority issue	Active	Low	John Doe	2023-01-01	18:00 PM	Room 109	IT	Hardware	Network	Switch	Open	Investigate
INC-000010	High priority issue	Active	High	Jane Smith	2023-01-01	19:00 PM	Room 110	IT	Software	Application	Mobile	Open	Investigate
INC-000011	Medium priority issue	Active	Medium	John Doe	2023-01-01	20:00 PM	Room 111	IT	Hardware	Network	Firewall	Open	Investigate
INC-000012	Low priority issue	Active	Low	Jane Smith	2023-01-01	21:00 PM	Room 112	IT	Software	Application	Desktop	Open	Investigate
INC-000013	High priority issue	Active	High	John Doe	2023-01-01	22:00 PM	Room 113	IT	Hardware	Network	Router	Open	Investigate
INC-000014	Medium priority issue	Active	Medium	Jane Smith	2023-01-01	23:00 PM	Room 114	IT	Software	Application	Web	Open	Investigate
INC-000015	Low priority issue	Active	Low	John Doe	2023-01-01	24:00 PM	Room 115	IT	Hardware	Network	Switch	Open	Investigate

Incident Register

The Incident Overview form provides a detailed view of an incident. It includes a summary of the incident, a list of assigned tasks, and a timeline of events.

Incident Overview

The Escalations & Follow-Up form allows users to track the progress of an incident. It includes a summary of the incident, a list of assigned tasks, and a timeline of events.

Escalations & Follow-Up

The Activity Logs form provides a detailed view of an incident. It includes a summary of the incident, a list of assigned tasks, and a timeline of events.

Activity Logs

Transforming Incident Management into a Strategic Capability.

EXECUTIVE OVERVIEW

InciVare helps organizations streamline incident management activities, improve incident visibility, and strengthen accountability through a centralized and structured approach.

With a single integrated platform, organizations can report incidents, conduct investigations, perform root cause analysis, manage corrective actions, track resolution progress, and generate real-time reports for management and stakeholders.

STRONG VALUE PILLARS

1. Comprehensive Incident Visibility

A consolidated, real-time view of incidents, investigations, corrective actions, and resolution status through role-based dashboards tailored for management, investigators, and operational teams.

2. Proactive Incident Monitoring

Automated notifications, escalation workflows, and status tracking enables timely responses, effective investigation, and prompt resolution of incidents before they impact operations.

3. Structured Incident Resolution

Manage the complete incident lifecycle from reporting and investigation to root cause analysis, corrective actions, and closure through standardized workflows and clear ownership.

THE INCIVARE ADVANTAGE



End-to-End Incident Lifecycle Management

Manage the complete incident lifecycle from reporting and assessment to investigation, resolution and closure within a single platform.



Centralized Incident Register

Maintain a single, searchable repository of all incidents, enabling consistent tracking, reporting, and oversight across the organization.



Escalations & Notifications

Ensure timely response through system generated alerts, reminders, and escalation notifications for critical incidents and overdue actions.



Corrective Action Management

Assign ownership, track progress, monitor due dates, and ensure timely closure of corrective and preventive actions arising from incidents.

A Unified Platform for the Complete **Incident Lifecycle**.

PLATFORM MODULES



Home

01

Personalized landing page with intelligent incident search for instant access to any record.



Incident Reporting & Tracking

02

Enable users to report incidents through a centralized portal and track their status throughout the incident lifecycle, ensuring timely visibility, monitoring, updates, and effective communication from submission to closure.



Incident Management

03

Manage incidents from reporting to closure, including assignment, investigation, escalation, follow-up, corrective actions, status management and comprehensive audit trail through a centralized incident register.



Dashboards

04

Gain comprehensive insights into organization's risk landscape through role- based, customizable dashboards featuring intuitive heatmaps and dynamic metrics.



Admin Center

05

Set up user roles, manage access permissions, establish risk framework and configure other system settings.

A Smarter Approach to Incident Management

Empowering organizations with structured incident workflows, enhanced visibility, and timely decision-making to improve incident response, accountability, and resolution.

CORE DIFFERENTIATORS

Built on International Standards

InciVare is designed to address real-world incident management challenges, combining proven best practices with modern technology to streamline incident reporting, investigation, corrective actions, and resolution.



Intelligent Incident Management

Enable faster incident response and resolution through intelligent workflows, escalations, and centralized oversight.



Industry - Leading Security

Advanced platform security measures have been integrated into InciVare. These security measures encompass Single Sign-On (SSO), Multi-Factor Authentication (MFA), CAPTCHA, TLS protocols, AES encryption, password management, and session timeouts.

Third-Party Integrations Support

InciVare allows integration with third-party applications, including Active Directory, ERP systems & others.



Dedicated Local Support Team

Reliable, SLA-backed support from incident management and product specialists, ensuring your team can efficiently manage incidents with confidence.



InciVare Intelligence

Reduce Manual Work, Smarter Incident Decisions

InciVare AI reduces manual work, accelerates incident detection and root-cause analysis, and supports smarter triage decisions while human oversight and complete audit trails keep your team in full control.

CORE AI FEATURES

AI Model Options

Keep full control of your data with a powerful AI engine, always within your security and compliance boundaries.

Context Aware Intelligence

Wherever you are in InciVare, AI is right there: summarizing, explaining, suggesting. Context-aware help that never breaks your flow.

Chat with InciVare

Ask questions in plain language. Type a query like **“Which high-priority incidents are still open?”** or **“Show me all major incident trends across departments”** to get instant insights without navigating through multiple dashboards.

Incident Summary

Pulls together incident details, incident impact, corrective actions into a clear summary in one click.

Follow Up Generation

InciVare AI guides teams to create context-based follow-up tasks and reminders, helping to track action plan progress effectively and prevent recurring incidents across the organization.

Corrective Action Generation

InciVare AI generates context-based incident action plans, helping teams respond to incidents effectively and strengthen incident management across the organization.

Purpose-built for Incident Management Excellence

OPERATIONAL CAPABILITIES



Role-Based Access Controls

Role-based access controls, configurable permissions, and approval workflows to ensure secure incident management, accountability, and compliance with organizational policies and governance requirements.



Automated Notifications & Alerts

Real-time notifications for incident assignments, investigations, approvals and overdue corrective actions to ensure timely response and effective incident management.



Configurable Approval Workflows

Configurable approval workflows with multi-level approvals and role-based routing for incident reporting, investigations, corrective actions, and incident closure processes.



Branding Customization

Customize the system with your organization's logo, colors, and branding elements to match your corporate identity.



Executive Dashboards & Reporting

Role-based dashboards and reports providing real-time visibility into incidents, investigations, corrective actions, resolution progress, and overall incident trends across the organization.



Controlled Collaboration

Enables secure collaboration through configurable workflows, role-based access, and approval processes, ensuring accountability and effective incident resolution.



Active Directory Integration

InciVare supports Single Sign-On (SSO) through Microsoft Entra ID (Azure AD), enabling secure and seamless user authentication.



Enterprise Application Integration

Support integration with enterprise applications to enable seamless data exchange across systems.



Comprehensive Audit Trails

Maintain a history of user activities, changes, approvals, and actions with timestamps for transparency and accountability.



Mobile & Responsive Access

Access incidents, investigations, corrective actions, approvals, and dashboards securely from desktops, tablets, and mobile devices anytime, anywhere.

CORPORATE PROFILE

About TransVare Corporation

Federated GRC: Specialized at the edges, Unified at the core.

ARCHITECTS OF FEDERATED GRC

TransVare, derived from **Transformation**, **Visibility**, and **Software**, pioneered Federated GRC: a new architecture for governance, risk, and compliance that is specialized at the edges and unified at the core. This naming logic runs through every module, where each product is Visibility Software for the discipline it serves. InciVare is Incident Visibility Software, and the same pattern carries across the platform. TransVare is envisioned to federate every governance discipline into a single defensible view, serving enterprises, regulators, and governments across the globe.

Under Federated GRC, each GRC function retains its specialized depth, methodology, and ownership while operating on a shared foundation:

- **Shared data fabric** connecting every domain
- **Common taxonomy** across all disciplines
- **Unified intelligence layer** spanning the platform

Every domain is independently deployable, with its own owners, workflows, and KPIs, preserving the autonomy and expertise of each function.

The architecture extends beyond the core domains to encompass every domain within the space of a GRC Suite of Federated Solutions:

- **Enterprise Risk Management:** ERMVare
 - **Governance Management:** GovernanceVare
 - **Incident Management:** InciVare
 - **Compliance Management:** ComplianceVare
 - **Cyber Security Risk Management:** CyberVare
- And more...

Every domain federates upward into a unified governance plane, where risks, obligations, controls, incidents, and indicators connect across disciplines in real time.



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Date: _____

Client: _____

Demo Agenda

Observations & Notes

Follow-Up Actions

Implementation Partner In KSA

About ECOVIS AL SABTI

Exclusive Implementation Partner for TransVare Solutions in Saudi Arabia

ECOVIS Al Sabti is a Saudi Arabia-based professional consulting and audit firm specializing in Internal Audit, Risk Management, Governance, Compliance, BCM and Cybersecurity advisory services.

PARTNERSHIP OVERVIEW

ECOVIS Al Sabti serves as the exclusive local implementation and consulting partner for TransVare Corporation (USA), delivering configuration, onboarding, training, and domain advisory for the TransVare solutions. TransVare Corporation owns and manages the platform's licensing, updates, and product lifecycle, governed by the End User License Agreement (EULA).



Local Implementation

Expert-led implementation, system configuration, and deployment services tailored to your organization's processes, governance structure, and business requirements.



Training & Onboarding

Comprehensive user training and onboarding programs to accelerate adoption, maximize user proficiency, and ensure successful platform utilization.



Domain Advisory Services

Access to experienced domain specialists who provide guidance on industry best practices, framework alignment, process optimization, and solution adoption.



Dedicated Local Support

Reliable, SLA-backed local support from product and domain experts, ensuring smooth operations, timely assistance, and continuous platform success.

WE VALUE YOUR FEEDBACK

Your feedback helps us continuously improve our solutions. Reach out to our team for support, training, or to share your thoughts.



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