

## Issues Management

Periscope's I.R.I.S Software enables organisations to simplify and to consolidate their issues management systems. With its unique integration of issue disciplines, I.R.I.S ensures that through normal business activity a range of both internal and external issues are capture and monitored. These issues can be actioned to satisfy an organisation's service level standards. Oversight is managed through the extensive reporting functionality.

### Integrated

Integrated across a diverse range of disciplines, I.R.I.S enables organisations to simplify and improve the management of their:

- Customer Complaints and Feedback
- Facility Management
- IT Help Desk
- Corrective Action Requests
- New Idea's Systems
- Protected Disclosure

### Reliable

I.R.I.S is built upon a reliable and stable SQL database that records and retains all information and activities providing a comprehensive audit trail that can be scrutinised by internal or external auditors.

I.R.I.S has clearly assigned accountabilities. There is also a document management functionality to attach or link evidence of issues completed and to monitor the progress of a particular issue.

### Contact Us

For further information please contact a Periscope Consultant on (03) 9819 6176 or 0419 557 868 or email [ian@pericons.com.au](mailto:ian@pericons.com.au)

### Intuitive

Periscope understands that every organisation is unique and needs software that can be quickly configured to mimic and improve existing issues systems. Periscope's consultants can configure I.R.I.S to give instant feedback to users. Clients have full control over workflows, layout and language. If desired, with minimal training, clients can undertake their own system configuration.

### Secure

Secure and accessible, I.R.I.S makes the most of the Internet's most valuable feature, secure access. Using 128 bit encryption and MD5# personal authentication, I.R.I.S provides a high level of security and information integrity. Within the software there is an extensive range of security options ranging from fully anonymous access, that may be used to encourage customer or staff reporting - through to individual record logins using encrypted passwords to access issues that may contain sensitive information.

Because data is entered directly to the SQL database it is immediately available for reporting. Thus ensuring the most up to date information is available for analysis, monitoring and customer feedback.