

Incident Management System

Incident Management System, the project is all about simplifying incident reporting and resolution. We've built a user-friendly platform that allows you to report incidents, track progress, and collaborate seamlessly. With robust security features and an intuitive design, we're here to make incident management efficient and stress-free.

About client :

The client is a leading organization in a big country in Asia continent. The client develops various products by using the latest technologies to provide enterprise-level solutions to organizations/universities.





BUSINESS REQUIREMENTS :

- Users should be able to register, log in, and reset their passwords securely.
- Role-based access control, with at least two roles: regular users and administrators.
- Users should be able to easily report incidents, providing details such as date, time, location, description, and any relevant attachments.
- Support for different incident types (e.g., security, technical, safety) with customizable incident categories.
- Real-time tracking of incident statuses (e.g., open, in-progress, closed).
- Automated notifications to stakeholders when incident status changes.
- A user-friendly dashboard summarizing incident statistics, trends, and recent incidents.
- Notifications (email or in-app) for incident updates, assignments, and reminders.
- Ability to assign incidents to specific users or teams.
- Workflow management to ensure incidents follow predefined processes

Quick Facts :

“ Industry:
Manufacturing ”

Benefits Delivered :

- “
- Scalability and integration.
 - Increases Agility
 - Increases Customer Satisfaction.
 - Better disaster recovery
 - Better performance even in peak hours
 - High availability
 - Mobile support
- ”



BUSINESS REQUIREMENTS :

- Escalation mechanisms for critical incidents.
- In-app messaging or commenting system for users and administrators to discuss incidents.
- Integration with communication tools (e.g., email, chat) for real-time collaboration.
- Generate customizable reports and analytics on incident trends and performance.
- Export data in various formats (PDF, Excel) for external use and audits.
- Robust search functionality to find specific incidents quickly.
- Filtering options based on incident attributes, status, and date.
- Responsive design for mobile devices to allow users to report incidents on the go.
- Implement data encryption, access controls, and regular backups to ensure data security.
- The system should be scalable to handle a growing number of users and incidents.
- Allow administrators to customize incident forms, workflows, and notification templates.





KEY FEATURES :

- The system provides a robust global search feature. You can efficiently search for any incident based on keywords and incident categories.
- To streamline incident search, users can apply filters based on various criteria, including incident type, status, date, and more.
- Users have the convenience of downloading incident reports in both PDF and zip formats, ensuring easy access to essential information.
- We've prioritized user experience by crafting the frontend with React.js, providing a seamless and intuitive interface.
- Spring Boot-powered backend efficiently handles all critical processes. Implemented RESTful APIs for smooth client-server interaction.
- Your data security and session management are very important aspect. We've employed Spring Security and JWT tokenization for rock-solid protection.
- Stay informed with automated notifications. Receive alerts when incident statuses change, assignments are made, or reminders are due.
- Assign incidents with ease. Our system allows administrators to allocate incidents to specific users or teams, ensuring swift resolution.
- Users benefit from a dedicated dashboard where they can manage incidents, view statistics, and collaborate. Administrators, on the other hand, have access to an admin dashboard for product management and user administration.

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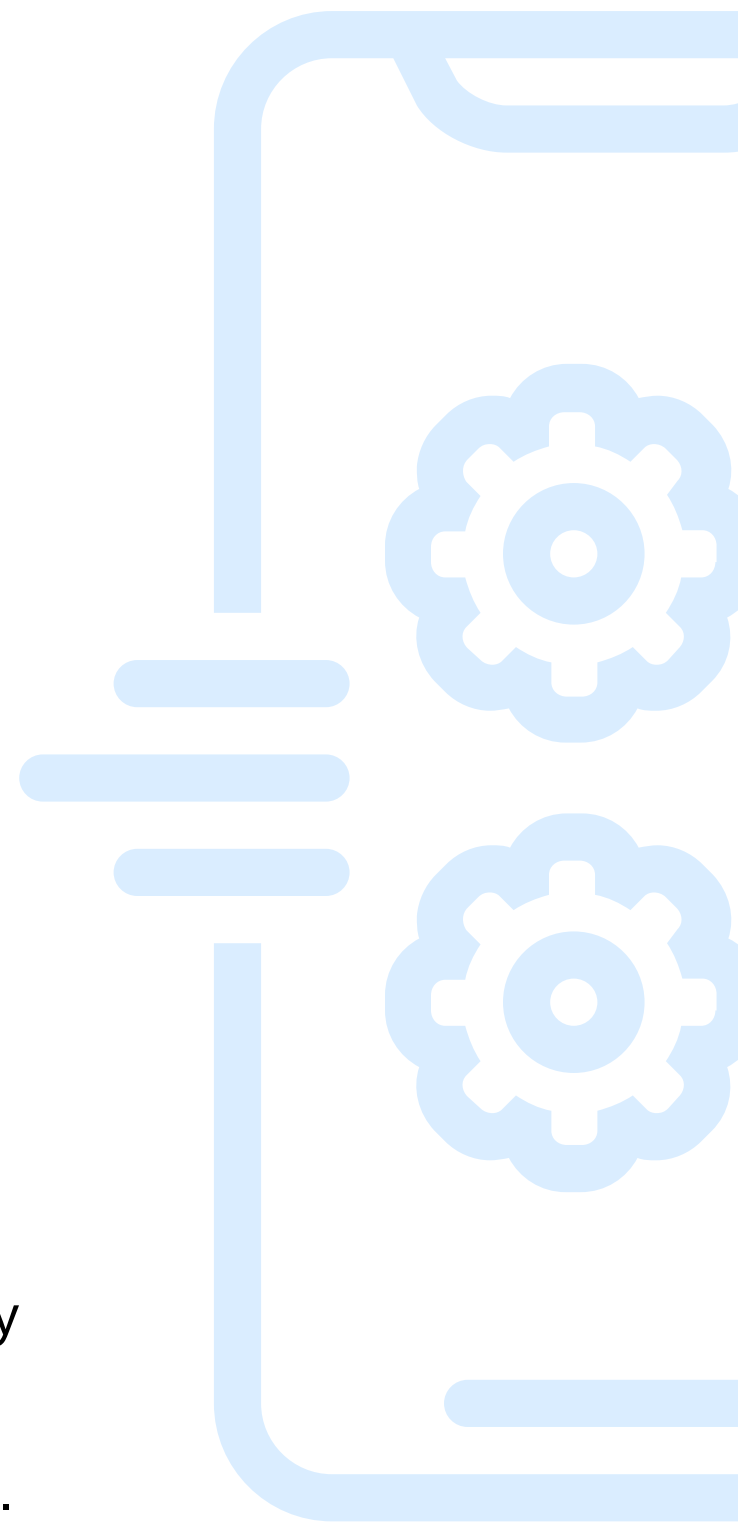
We highly recommend it to anyone looking to develop easy-to-use, professional-quality Web and mobile applications. Thanks for a job well done!

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KEY FEATURES :

- Foster real-time communication and collaboration among users and teams with our integrated in-app messaging system. Additionally, we offer integration with external communication tools for extended collaboration capabilities.
- Tailor your incident forms, workflows, and notification templates to align with your organization's unique requirements, all through a user-friendly interface.
- We prioritize data protection and compliance with relevant regulations. Our system features SSL/TLS for secure data transmission and robust encryption measures.
- As your organization grows, our scalable system can easily accommodate a growing number of users and incidents without compromising performance.
- Your data security and session management are very important aspect. We've employed Spring Security and JWT tokenization for rock-solid protection.
- Maintain a comprehensive audit trail of all user actions and system changes, ensuring transparency and compliance.
- Our CI/CD pipeline, featuring tools like Jenkins and Git, ensures smooth updates and deployments. We streamline the process using containerization with Docker for optimum efficiency.





SOLUTION/ TECHNOLOGY USES:

1

Java 17

2

Springboot 3.0.0

A Java-based framework for building robust and scalable web applications.

3

Spring Security

To handle user authentication, authorization, and role-based access control.

4

Spring Data JPA

For simplifying database operations and entity management.

5

Postgres:

A relational database management system for storing incident data.

6

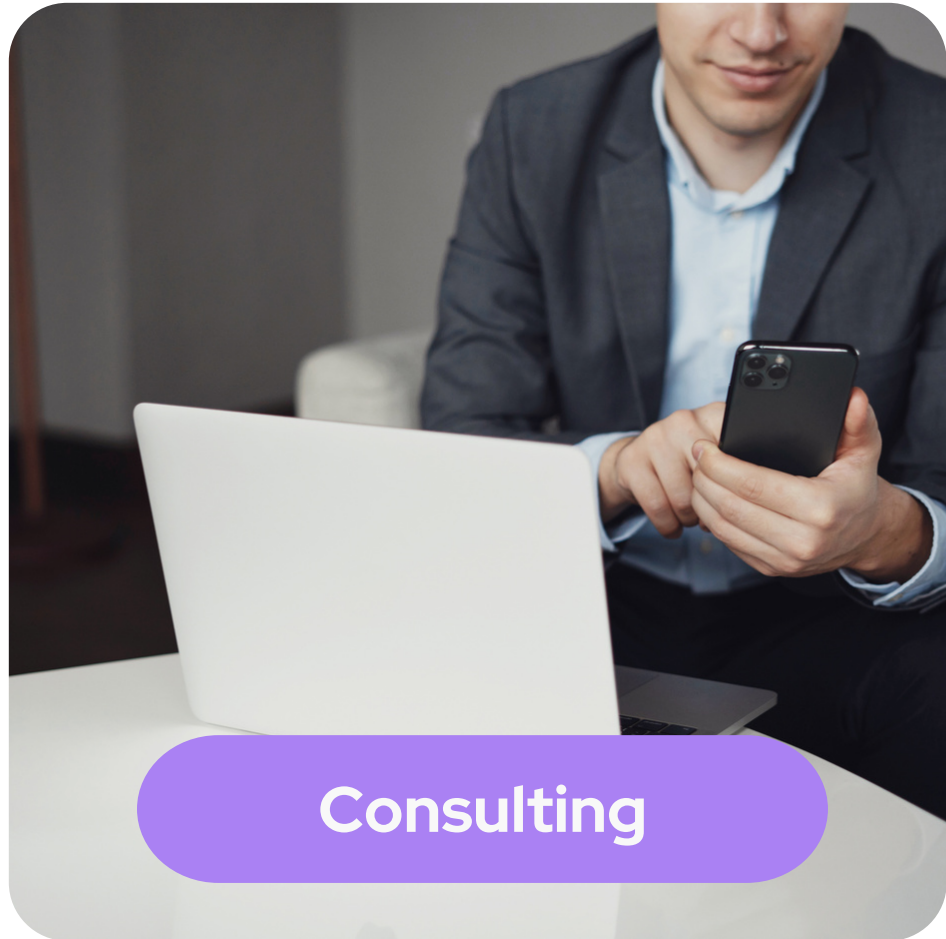
Apache Kafka

For implementing real-time notifications and messaging.

6

React.js

A JavaScript library for building interactive and user-friendly web interfaces.



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Driving Digital Transformation



Contact Us

Because, we're here to help



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Thank You