Incident Management Brochure

AI Powered GRC Solutions to Manage Uncertainty and Maximize Outcomes

CURA GRC

Smart, Simple Solutions

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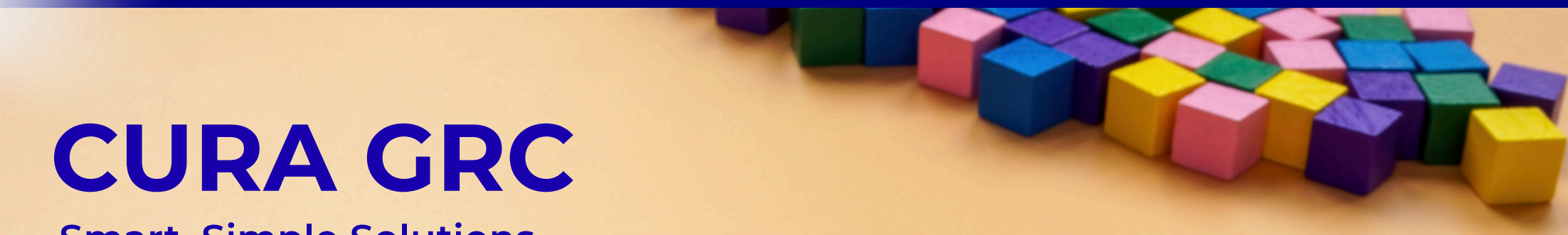

> Our AI powered technologies put the power of configuration in the hands of our customers, which is why our solutions are used by global and mid-sized enterprises around the world.

Proactive Incident Management Is No Longer Optional

For enterprises processing large volumes of data running in complex environments, a minor control failure, system anomaly, or security event can trigger operational downtime, data exposure, regulatory consequences, or customer impact.

A mature approach gives business owners clear visibility into incident trends, recurring root causes, response performance, and unresolved exposures. It also establishes defined ownership and escalation paths, so critical issues reach the right decision-makers quickly.

The objective is to turn incident management from a reactive IT function into a measurable component of enterprise resilience.

- Risks are identified after damage has already occurred
- Risk signals remain fragmented across business functions
- Decisions rely on outdated risk information
- Periodic assessments miss rapidly emerging threats

How Cura's Incident Management Tool Works

Centralised Incident Reporting

Capture reportable incidents in one platform to eliminate fragmented reporting and providing a consistent source of truth.

Integrated Communication

Enable cross-functional teams to coordinate incident response through integrated communication tools and structured workflows

Audit-Ready Documentation

Maintain secure compliance logs, audit trails, and incident records to maintain traceability for audit reviews.

Post-Incident Analysis

Analyse resolved incidents and corrective actions to identify recurring issues and strengthen controls.

Automated Response Workflows

Automate incident workflows and escalation paths to reduce response times and ensure prompt response.

Real-Time Incident Visibility

Use real-time dashboards to monitor incidents, response activity, trends, and resolution status across the organisation.

Incident Classification & Tracking

Capture, classify, and track incidents systematically from initial detection through investigation, resolution, and closure

Our Incident Management Capabilities

Incident Classification

Capture and classify reportable events consistently to support prioritisation, response, and resolution.

Automated Workflows

Configure workflows to automate incident response activities to ensure on time resolution.

Automated Escalation

Escalate incidents through defined workflows to notify responsible teams during a breach.

Real-Time Dashboards

Monitor incident activity, trends, and resolution status through interactive GRC dashboards.

Integrated Communication

Support cross-functional incident resolution with integrated communication system.

Audit-Ready Documentation

Maintain audit ready incident records, compliance logs, and secure audit trails to provide traceability.

Post-Incident Analysis

Analyse incidents and document corrective actions to address weaknesses and reduce recurrence.

Role-Based Accountability

Associate contacts and defined roles with incidents to establish ownership for response and remediation.

Configurable Incident Management

Use configurable methodologies, fields, rules, workflows, and reporting structures to adapt incident management to use cases.

Use Cases For Complex Environments

Regulatory Incident Management

Track and manage compliance incidents with structured workflows, escalation, documentation, and audit-ready records.

Cybersecurity Incident Response

Coordinate incident reporting, ownership, escalation, and remediation to improve response to security-related events.

Operational Incident Management

Manage operational disruptions centrally, assign corrective actions, and monitor resolution to reduce recurring incidents.

Root Cause & Corrective Action

Analyse incident patterns, identify underlying control weaknesses, and track corrective actions to prevent repeat incidents.

Business Resilience & Continuity

Use insights to identify vulnerabilities, strengthen responses, and improve resilience against future disruptions.