



INCIDENT MANAGEMENT

The right answers demand
the right questions



Symmetry Incident Management, AMAG Technology's comprehensive incident and case management application, mitigates your risk, saves you time and money and positively impacts the bottom line. With Symmetry Incident Management, you and your teams can report, track and resolve cases — in real time.

Dashboards

Customizable dashboards that use graphical representations of prioritized content with the ability to be filtered by site.

Event Management

Record incident details using dynamic fields that update based on responses. Manage events at any point within the event lifecycle. Customize the questions and procedures security officers must answer and perform while assessing an event.

Administrative Capabilities

Administrative ability to customize detailed event requirements and configure the event lifecycle process. Easily set up and manage employee restrictions, capabilities and access by role.

People/Vehicle/Organizations

Detailed database of all people, vehicles and organizations that have been involved in events with search capability.

Places of Interest

Maintain a database of places of interest tied to events or suspicious activity.

Involvements

View events that are related by site, people or vehicles involved in order to make connections and track trends.

Summary

View a comprehensive summary including all the event details that can be emailed or printed.

History

Review an accurate transcript of system notes, event views and audit trail of all actions taken within an event or site configuration.

Site Management

Manage a hierarchy of sites and subsites with the ability to globally set site information, assign managers and contacts, set site questions and assessments and manage service requests.

Security Management

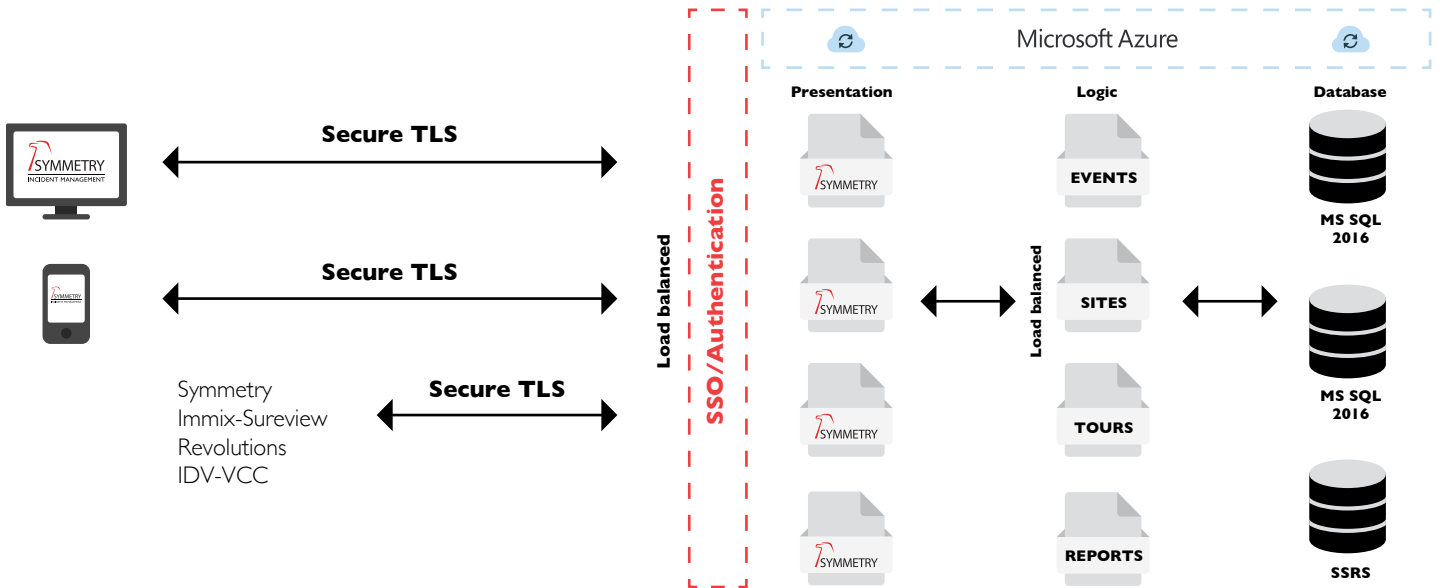
Assign guards to scheduled site tours with a list of locations to scan and tasks to complete.

Visit amag.com/IncidentManagement to learn more!

Technical Specifications

The system is designed around a standard three tier architecture-presentation, application/business logic, and data tiers

- *Microsoft .NET Technologies*
- *Load balanced for performance*
- *RESTful services*
- *MS SQL Server 2016*
- *SQL Server Reporting Services*
- *Cloud Hosted*
- *Disaster Recovery Failover*



Symmetry Incident Management Technical Requirements	
SOFTWARE REQUIREMENTS	
Web Server	<ul style="list-style-type: none"> • Microsoft Windows Server 2012 Standard x64 • IIS 8 • Microsoft .NET Framework 4.6.2
Application Server	<ul style="list-style-type: none"> • Microsoft Windows Server 2012 Standard x64 • IIS 8 • Microsoft .NET Framework 4.6.2
SQL Server	<ul style="list-style-type: none"> • Microsoft Windows Server 2012 Standard x64 • Microsoft SQL Server 2016 Enterprise 2016
HARDWARE REQUIREMENTS	
Web Server	<ul style="list-style-type: none"> • 2CPU 2.6 GHz or faster • 14gb RAM • 200gb SSD - O/S & Storage
Application Server	<ul style="list-style-type: none"> • 2CPU 2.6 GHz or faster • 14gb RAM • 1tb SSD - O/S & storage
SQL Server	<ul style="list-style-type: none"> • 4CPU 3.1 GHz or faster • 32gb RAM • 1tb SSD - O/S & storage
NETWORK REQUIREMENTS	
Web Server	Inbound 443
Application Server	Inbound 443
Database Server	Inbound 1443 TCP/UDP
Database Server	Outbound [SMTP]
SMTP	An SMTP server required for outbound notifications



For more information about Symmetry Incident Management, contact us:
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