

# Incidents don't create risk. Lack of visibility does.

When incidents happen, speed and clarity matter.

Security teams deal with incidents every day. But in many organisations, incident reporting still relies on fragmented systems, paper logs, WhatsApp messages, emails, or reports completed long after the event.

Kinexio's Incident Management System gives teams one connected platform to capture, manage, investigate and report incidents in real time – creating a clear operational picture across buildings, teams and portfolios.

## Incidents

Total incidents

47

Open

12

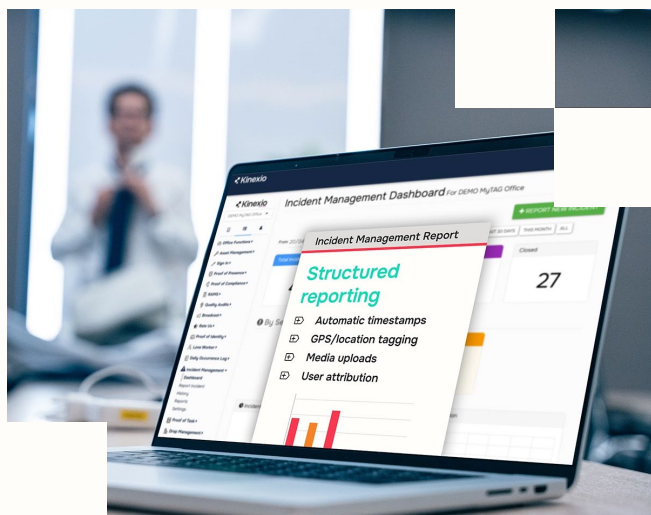
Critical

3

Priority

12

**Incident management is judged on evidence, not intention.**



## The operational challenge

Incident management rarely fails because teams are not responding. It fails because:

- ! Incidents are recorded inconsistently
- ! Critical details are missed or added later
- ! Information is spread across multiple systems
- ! Escalations rely on manual communication
- ! Managers lack real-time visibility across sites

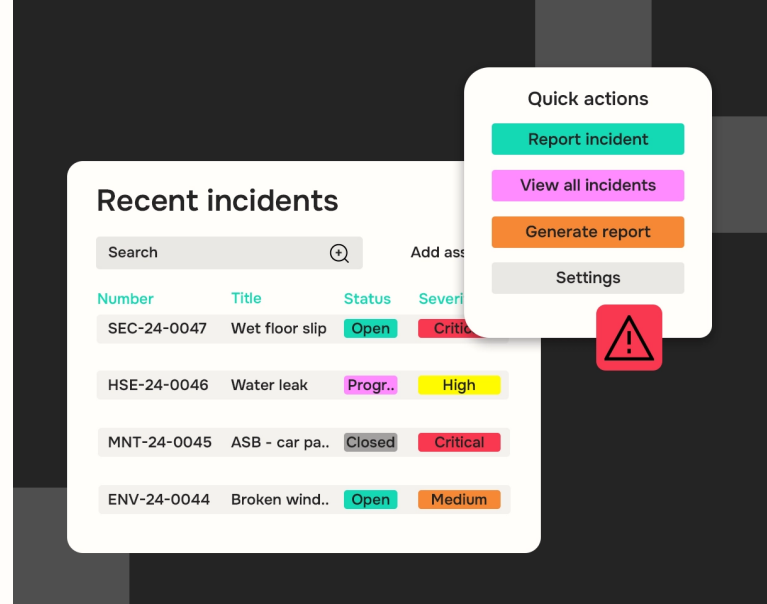
When information becomes fragmented, decision-making slows down.

And when incidents cannot be clearly evidenced, operational confidence starts to break down.

## The Kinexio IMS solution

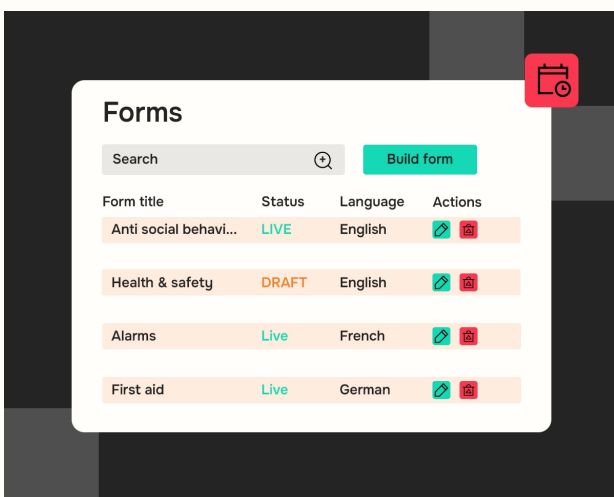
Kinexio's Incident Management System is designed for real-world operational environments, helping teams report incidents quickly while giving managers full visibility. Teams can:

- ✓ Log incidents instantly from mobile
- ✓ Attach photos and supporting evidence
- ✓ Categorise and prioritise incidents
- ✓ Track incident progress and status
- ✓ Escalate incidents automatically
- ✓ Generate portfolio-wide reports and trends



## Faster reporting creates better operational control

Benefit	What it means for you
Real-time visibility	Monitor incidents live across sites and teams
Faster response coordination	Escalate incidents quickly to the right people
Relevant information captured	Logic based questions ensure relevant information flows
Standardised reporting	Capture consistent, structured incident data
Audit-ready records	Maintain secure historical incident evidence
Operational insight	Identify trends, hotspots and recurring risks



**CLICK: [More on IMS](#)**

## How it works (in plain English)

1. A live event report is reported using the Kinexio DeadZone App with notes, images and evidence in team time
2. Command center received the event and escalate it to an incident – capturing the type any relevant information
3. They information captured is defined by pre-determined logic-based question sets (forms)
4. The system timestamps and stores the incident automatically
5. Notifications and escalations are triggered instantly
6. Managers monitor activity and reporting through a live dashboard

Everything is captured in the moment, not reconstructed later.

## What makes Kinexio Secure IMS different?

Most incident management systems simply record what happened.

Kinexio Incident Management is designed to actively support operational response; from intelligent workflows and logic-based questionnaires to automated escalations and real-time reporting.

User move from a passive logbook into an active operational control platform.



**Anti social behaviour**

QUESTION: What type of ASB is it?

Property vandalism      Drugs related

Physical harm      Vehical vandalism

LOGIC: Was a weapon present at the event?

No      Knife

Gun      Sling shot

LOGIC: Were emergency services called instantly?

No      Yes

## Intelligent incident workflows

Not every incident should follow the same process.

Kinexio Incident Management uses logic-based workflows to present different questions, actions, and evidence requirements depending on the incident being reported.

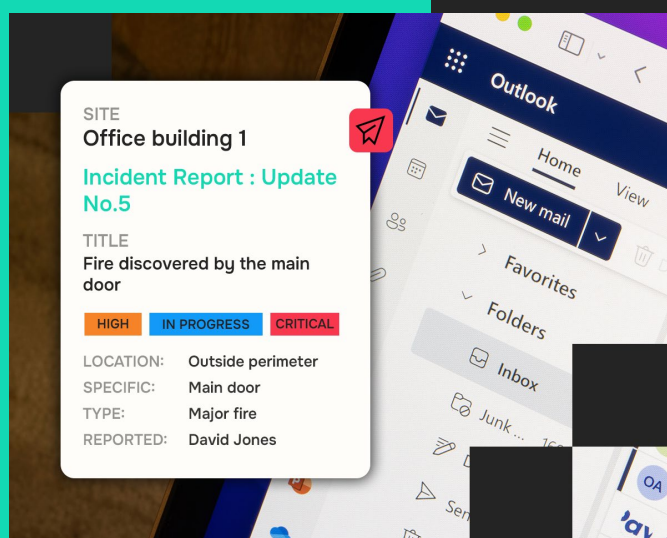
Whether it's a fire alarm, aggressive behaviour, health & safety issue, or suspicious activity, teams are guided to capture the right information in the moment; improving consistency, response quality, and operational control.

## Escalation reporting and real-time visibility

Critical incidents require immediate visibility.

Kinexio Incident Management allow users to quickly and easily escalate incidents based on severity, type or locations to the correct stakeholders – helping teams respond faster and maintain operational control.

Managers gain live visibility across sites, unresolved incidents, and emerging risks from a single platform, rather than waiting for reports after the event.



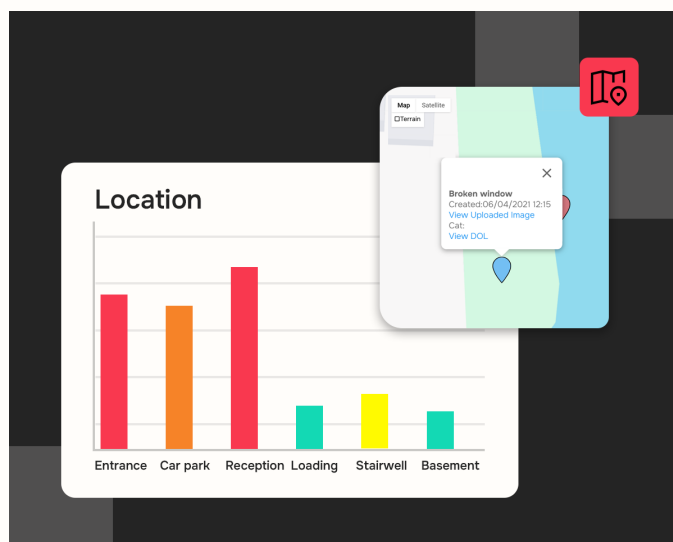
## From incident reporting to operational intelligence

IMS does more than record problems. It helps organisations understand operational patterns, improve response standards, and strengthen accountability across teams and sites.

By centralising incident data in one platform, organisations gain clearer visibility into:

- Recurring operational risks
- High-frequency incident locations
- Response performance trends
- Escalation activity
- Portfolio-wide security insights

Because operational improvement starts with visibility.



### Case study: SmartSec Solutions

Consolidating multiple security systems into one, with Kinexio Secure.

[CLICK: SEE CASE STUDY](#)

## Why Kinexio?

Kinexio provides one connected platform for:

- Proof of Presence
- Proof of Compliance
- Incident Management
- Patrol management
- Key & asset management

... and more!

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[CLICK: More on IMS](#)