



**OPIN SYSTEMS**

## **Major Incident Management**

### **Service Benefits**

Opin Systems Major Incident Management service reduces down time.

Any investment which helps protect an Organisation's reputation and which can reduce down time must be worth considering, although too often it is only after a crisis that such an investment is considered seriously.

Opin Systems Major Incident Management services are all about facilitating the collaboration between technology disciplines to arrive at a collective resolution. By using Kepner-Tregoe processes we are using world-class processes which are proven to save valuable time when any service outage costs reputation as well as money.

### **Experience**

Royal Bank of Scotland have used Kepner-Tregoe processes for all major incidents since 2002 when they had to more effectively react to incidents during NatWest integration.

Opin Systems were introduced to the Kepner Tregoe techniques at the same time.

We are now called to help facilitate the resolution of complex and critical incidents at Royal Bank of Scotland where root cause is not found within 6 hours.

We are contracted to provide Incident & Recovery management for Department of International Development on their critical systems.

### **Services**

Opin Systems can deliver the following:

- Assistance to more effectively analyse and appraise a crisis situation
- Leadership and Crisis Management focusing on resolving problems efficiently.
- Assistance in rolling-out Problem solving and Incident Management processes.
- On-call and 24/7 services

Our services here are bespoke engagements and are priced dependent on requirements.

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