

RESOLVE

ISSUE MANAGEMENT

A popular consultancy and software solution

Mitigate future risks and save significant stakeholder time and project money with Resolve, a customisable, auditable electronic workflow employed in the public sector, for managing issues related to long-term, complex activities. Resolve gives you a golden thread of management information, along with supporting documents and evidence of decisions, across all agencies involved in your system processes.

Who is behind Resolve?

Since 2008, the team at tImNexus has been collaborating with public sector organisations to resolve issues using informed consultancy and easy-to-use cloud-based software.

Our experience of being in the customers' shoes means we understand the vital need for compliance, accountability and transparency when streamlining these high-value, and often high-risk activities.

We have now built a series of trusted software foundations which may be used separately and in combinations, to support long-term complex projects and provide savings in cost, time and risk throughout the project or activity lifecycle.

Resolve is designed to manage Issues, and is the most commonly used of our foundations.

In April 2018 we received the Queen's Award for Innovation for Resolve as testament to the benefits that it has brought to our public sector customers.

Resolve Features Leading to Benefits in Cost, Time and Risk

- Transparency across all collaborators, internally and externally throughout the entire process.
- Ability to access issues and all supporting documentation regardless of a collaborator's individual location.
- Issues can be linked to enable trend analysis and longer-term system improvements.
- Fully-auditable ownership, categorisation and progression of emergent issues, keeping intellectual capital safe.
- Supports specific and over-arching compliance and policies.





The collaborative process

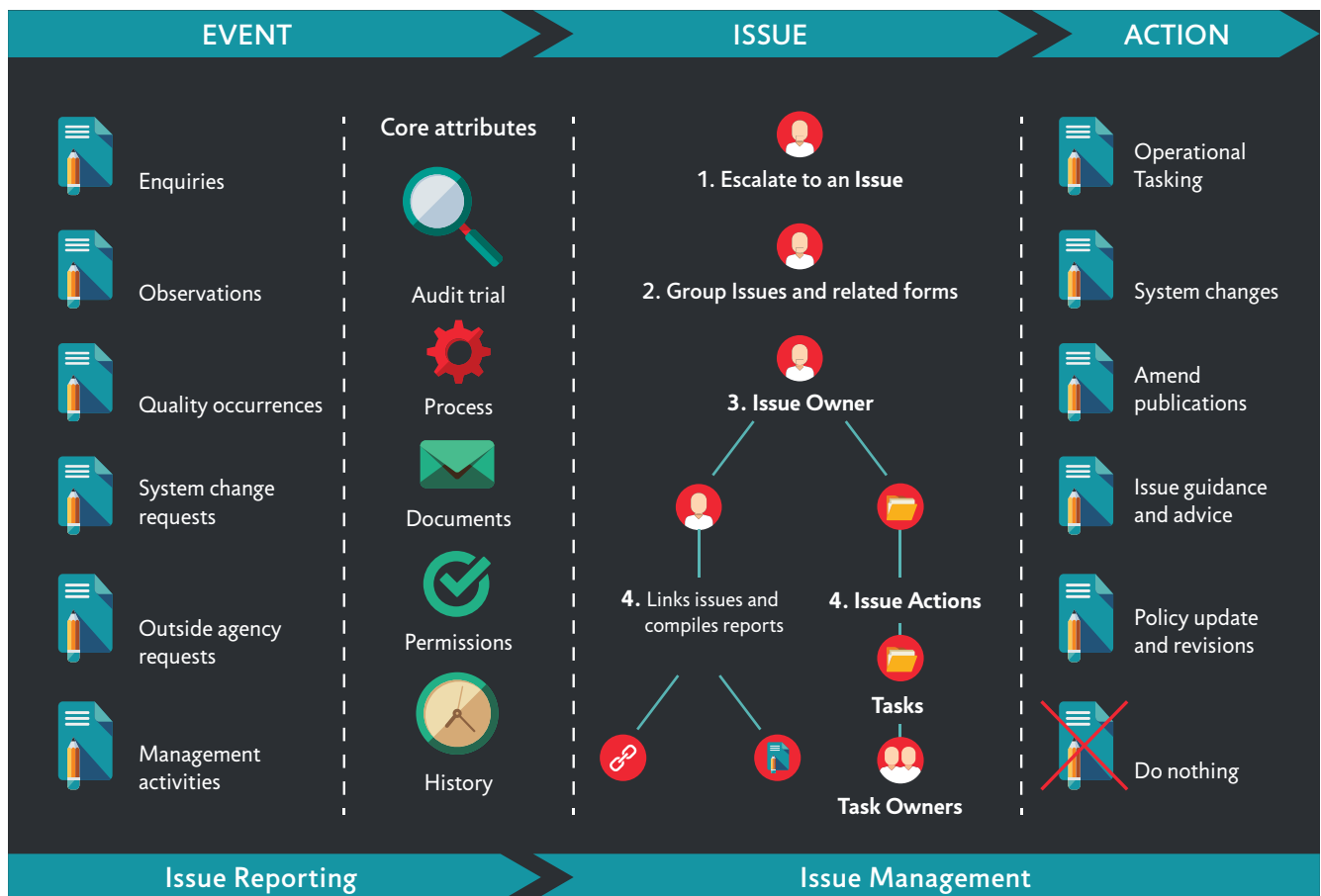
During the life of a complex project, various personnel will be involved, often across different organisations.

We define their roles and make collaboration easier, auditable and informative:



How Resolve works

The table below demonstrates how Resolve unites all collaborators, whether internal or external, and provides them with the tools they need to manage a whole series of events from the moment it occurs, through managing the issue to its resolution, and then storing the learnings for future post-holders:



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