

Intercede has not become the leading innovator in the incident reporting and management solutions marketplace by mistake. Intercede is a technology firm focused on delivering its pioneering solutions as a service with a fixed monthly cost, which offers our customers rapid deployment of the most advanced incident and allegation management solution commercially available.

Intercede's **iSuite** solution family is used by diverse clients including Global 50 firms to help them:

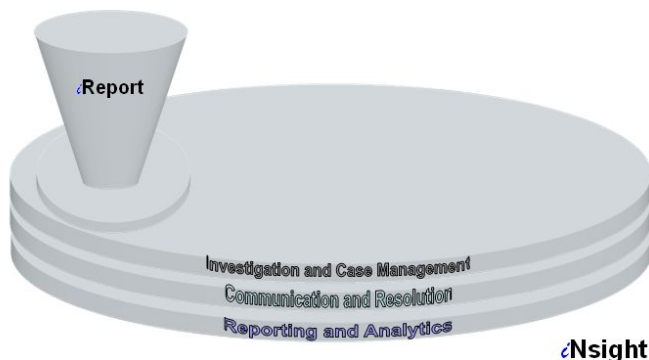
- Minimize exposure to risk
- Improve employee morale
- Protect their brand and corporate image
- Reduce loss due to theft or malfeasance

Intercede's **iSuite** is accessed by our customer's employees, contractors, vendors, clients and other stakeholders (anonymously if they choose) via a web browser or toll-free number available 24/7. Our customers are as diverse as the incident and allegation types that we support for them. They span both public and privately held Fortune 50's, multi-nationals – and a variety of industries including manufacturers, banks, airlines, retailers and public sector institutions.

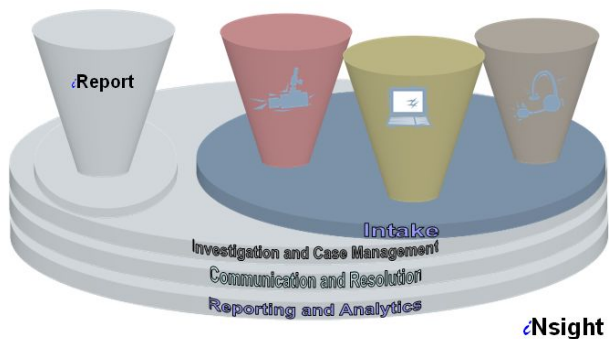
The range of allegation support we manage includes issues of behavior, issues of employment, product liability concerns, internet security, consumer and product satisfaction, financial malfeasance, fraud and more.

iSuite from Intercede

iSuite from Intercede includes **iReport** with its industry leading capabilities for on-line incident reporting and **iNsight**, the industry's foremost platform for correlation, investigation and resolution of concerns reported from multi-dimensional and diverse sources.



Report supports the traditional intake methods of call center and web reporting from employees, vendors, customers and other relevant stakeholders. **Report** incorporates best practice, dynamic questionnaires for capturing data related to a wide variety of ethics and compliance incidents as well as issues related to product safety and customer satisfaction, assesses the level of risk and/or priority based upon the responses of the reporter and assigns an initial risk/priority level to each report.



Reports are then dynamically routed to the appropriate individuals based upon the perceived level of risk/priority. To ensure that reporters feel safe, **Report** allows reporters to remain totally anonymous, if they desire, while maintaining the ability to remain in contact to collect additional information and to update the reporter on the status of the case.

Nsight, the powerful platform component of **Suite**, starts with intake functionality designed for rapid risk

reduction by facilitating the easy incorporation of risk related data from disparate systems including **Report**, email monitoring systems, security cameras, time-keeping systems, and more. Once the data is transformed and brought into the platform, **Nsight's** powerful case management tools take over. Each incident is assigned to a case manager who is guided through the entire process by a fully integrated, best practice investigative workflow engine. The workflow engine ensures consistency and thoroughness regardless of the type of incident or the people involved in the process. **Nsight** enables the case manager to efficiently and effectively manage the entire investigative process including aggregating and correlating data to identify potentially related cases, spotting potentially dangerous trends, conducting interviews, making site visits, and other incident-specific discovery processes. A complete, detailed case composite is automatically generated providing a permanent audit trail every step along the way along with all of the related discovery details, documents or other evidence. **Nsight** then records all of the incident resolution details, including related costs, for reporting and analysis purposes.

Nsight's reporting engine begins with over 25 standard report options designed to meet your reporting requirements. In addition to the reporting engine, a powerful, comprehensive dashboard service delivers key metric information to the desktop of those entrusted with risk management responsibilities. Ethics and Compliance incidents, in whatever form they take and wherever they may be occurring across your extended enterprise, represent risk to your organization. But, you cannot manage risks that are invisible to you. People, and especially your employees, are the best source of information and visibility. And when they have the courage to come forward, your constituents need to know that they will be safe and that proper action will be taken. **Suite** from Intercede addresses your constituents' primary concerns and encourages participation by ensuring anonymity, gathering the necessary data, aggregating and correlating reported information and other sources of data to assess the level of risk, facilitating on-going communication, and ensuring that corrective action is taken. Thus incidents are managed through to the best possible resolution.

About Intercede

Headquartered in Charlotte, NC, Intercede was founded by Global 50 business leaders in human resource and risk management in partnership with the leading workforce conflict management litigators and arbitrators. These thought leaders joined forces with a group of software design visionaries and the result has been the most scalable and robust Software-as-a-Service risk management solution available today.