



AXIS Gatepass – Incident Management System

Incident Reporting, Escalation & Closure Workflow for Industrial Facilities

Bring Safety, Security, Maintenance, Hygiene, Environment and Health incidents into one controlled workflow — from reporting to closure — with SLA escalation, stakeholder updates and a complete audit trail.

Key capabilities

Incident capture

- Category/subcategory, title/description
- Location hierarchy: site → building → floor → zone
- Asset/equipment tag, QR scan option
- Multiple attachments (photos/videos/docs)
- Optional anonymity (policy-based)

Assignment & execution

- Severity/Priority: Critical/High/Medium/Low
- Multi-task assignment to multiple teams and assignees
- Work log updates with timestamps
- Resource needs: “Need help / need spare / need access” type requests
- Reassignment with full history

Closure governance

- Evidence mandatory by category/severity (configurable)
- Closure authority verifies before closing
- Reopen controls with reason + corrective steps

Communication & visibility

- In-app + email + SMS/WhatsApp gateway support
- Stakeholders always notified of status changes and escalations

End-to-End Incident Workflow



Disclaimer: The features and functionalities listed here are licence, version, device and module dependent. Some of the features may be in development/testing/prototype phase and may require additional development effort, time and cost to be available in production environment. Some of the features are tailor made for specific installations and may not be available in the standard application.

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