ISCOMPLIANT

Overview

Cloud Based

Business Management Software

Revision 1

Welcome to isCompliant

No one understands how hard running a business is - unless they've done it.

You have a thousand things you should be doing. But you're just too busy to focus on them.

Wouldn't it be great if you could INSTANTLY see all the areas that are affecting profitability and growth – and then do something about it?

Whether it's crucial tasks like risk management, asset management, auditing and meetings...

Important jobs like holding staff appraisals, making sure fire extinguishers are tested, or time-consuming tasks like writing minutes, chasing actions and checking that business processes are working.

isCompliant allows you to keep on top of ALL those things.

Working as an access anywhere cloud-based business tool it helps you keep everything organised.

isCompliant is built on best practice for ISO 9001, ISO 14001 and OHSAS 18001, helping you meet the requirements of all three quality environment and health and safety international standards.
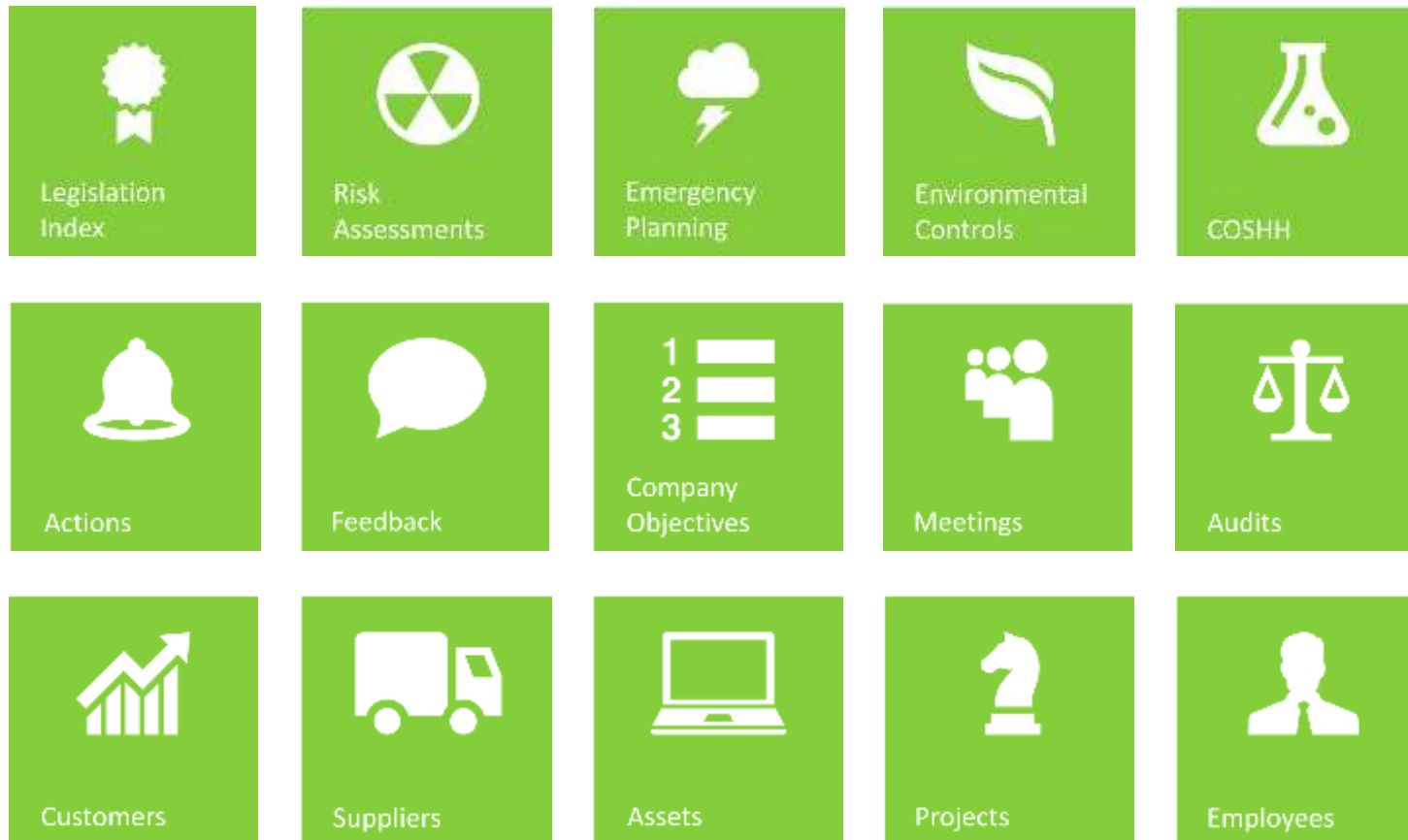
isCompliant is your HR Manager, Risk Manager, Environmental Manager...

In fact, if just about ANYTHING needs managing then isCompliant is just a touch of a button away, leaving you free to get on with your job.

Discover more about what isCompliant can do for your business...

- [How can I assess just how well my business is really doing?](#)
- [Is there a way we can make our business meetings work better?](#)
- [How can I keep on top of the latest business legislation?](#)
- [Is there a way to make auditing quick and effective as opposed to a chore?](#)
- [How can we efficiently manage and monitor the workload of our employees?](#)
- [We need ISO 9001 to tender for work, can isCompliant help?](#)

Click on a tile to find out more about that module:

Legislation Index	Risk Assessments	Emergency Planning	Environmental Controls	COSHH
Actions	Feedback	Company Objectives	Meetings	Audits
Customers	Suppliers	Assets	Projects	Employees

Or find out more about ISO Standards:

- Overview
- ISO 9001
- ISO 14001
- OHSAS 18001
- ISO 27001

Legislation

In a nutshell

isCompliant helps you compile the correct legislation that you can link to your all areas of your business, so that everyone knows what they are doing and you know that you are compliant.

Why?

Keeping up with legislation is not easy. In fact, it can be one of your biggest business headaches. Quality, Health and Safety, Legal and Environmental Regulations are constantly changing. How do you keep everyone up to date? And which ones apply to your business?

How does it do it?

That's where isCompliant is very clever. Because it uses the kind of joined up thinking you need. It helps you index the correct legislation for your business and includes direct links to the latest legislation. It allows you to import audit checklists. It categorises files and documents, connecting everything together. So that everyone knows what you are working to.

So what is the full list of Legislation features?

- Directly links to the legislation through a web link or a direct upload.
- Categorises whether it relates to Quality, Health & Safety, Legal or Environmental regulations.
- Creates actions against legislation to ensure you are compliant.
- Gives you the ability to import compliance audit checklists for pertinent legislation.

Show me how it works...

http://vimeo.com/channels/iscompliant/88746145

Risk Assessments

In a nutshell

isCompliant allows you to gauge and monitor the risk you're willing to take. It links to all relevant compliance, reduces the risk of hazards and makes risk assessments really relevant to your business.

Why?

We don't need to tell you how important Risk Assessments are. But, too often, they are just a paperwork exercise, with no real benefit to your business. Using isCompliant makes a real difference and can really become an invaluable, on-going tool for your business.

How does it do it?

Based on a 5 x 5 Risk Matrix of Severity and Likelihood, the Risk Assessment module cleverly calculates a pre and post mitigation rating. This allows you to gauge and monitor the level of risk you're willing to take. It links to all relevant compliance, setting actions against hazards, reducing the chance of them happening. It even allows you to set reviews to ensure you're always up-to-date.

So what is the full list of Risk Assessment features?

- Offers an easy to understand risk assessment process.
- Link with a project to allocate RACI Roles for when an incident is reported (it will inform you automatically when an incident occurs due to failure in a specific risk assessment).
- Reminders to review your risk assessment.
- Categorise hazards by severity and likelihood, then put in place mitigations to lessen this risk.
- Audit risk assessments.
- Useful matrixes to show you pre and post mitigation levels and define tolerance
- Create actions against risk assessments

Show me how it works...

http://vimeo.com/channels/iscompliant/95285141

Emergency Planning

In a nutshell

In an emergency, isCompliant helps to make sure that your business (and everyone in it) knows the correct procedure to follow. Who to contact? What materials to use?

Why?

There's never a good emergency. But there is a good response to it. Do you know what to do if there's a fire? A flood? A fuel spillage? More importantly, does everyone else in the company? That's why you need to standardise and share your procedures.

How does it do it?

isCompliant makes us consciously think about what could go wrong and how to act when it does. It allows your employees to quickly reference the right procedure, the right person or company to contact. It links to environmental controls, assets, hazardous substances and risk assessments, so you can ensure that you are compliant. And it reminds you when you should review and practice the plans, to make sure that you can improve year on year and keep everyone up to date.

So what is the full list of Emergency Planning features?

- Link the plan to personnel, assets, suppliers, hazardous substances, risk assessments and environmental controls, so that you know you have everything covered.
- Receive reminders to review your emergency plan and carry out drills.
- Schedule and invite employees to drills.
- Create actions against emergency plans.

Show me how it works...

http://vimeo.com/channels/iscompliant/95285137

Environmental Controls

In a nutshell

isCompliant keeps you up to your legal environmental responsibilities, by giving your company a single, central location to record your environmental controls – their potential impacts and the mitigation measures that need be taken.

Why?

Whether it's the policy on electricity use or the disposal of hazardous waste, you have a legal responsibility (Duty of Care) to assess the risks you pose on the environment. You also need to place controls to mitigate possible incidents.

And, of course, you need to share and evidence your procedures.

How does it do it?

isCompliant allows you to record your environmental controls. It gives you the ability to link these to actions, checklists and risk assessments to ensure that correct procedures are being followed. It allows you to categorise the impact of the aspects with level of importance. Making sure that not only do you have a full set of environmental policies, but also that everyone in your company is following them.

So what is the full list of Environmental Controls features?

- Define your potential impacts and mitigation measures, then decide whether the risk is acceptable.
- Receive reminders to review environmental controls.
- Create actions against environmental controls.

Show me how it works...

http://vimeo.com/channels/iscompliant/95285139

Hazardous Substances

In a nutshell

isCompliant means helps you to fulfil your legal requirement for managing Hazardous Substances (or COSHH) by setting processes for everything from correct usage and storage to disposal. Ensuring that these are carried out on every job, to keep your employees safe.

Why?

There are very few businesses that don't use some kind of hazardous substance. And, although some things may seem like common sense, by law you need to ensure your employees know the necessary precautions.

How does it do it?

isCompliant makes sure that all procedures are documented, evidenced and followed. It links to relevant risk assessments, people, assets and legislation, so that everyone in your company can access the very latest information. It will alert you if there are changes in legislation that may affect the procedure. And notify you when your COSHH Assessments are due for review. isCompliant helps to keep your employees safe – and make sure that you are keeping up your legal requirements.

So what is the full list of Hazardous Substances features?

- Upload Material Safety Data Sheets to each COSHH record.
- Receive reminders to review records.
- Detail precautions, safety and emergency practice.
- Create actions against a COSHH record.

Show me how it works...

http://vimeo.com/channels/iscompliant/95285135

Actions

In a nutshell

isCompliant is your ultimate online to-do list. It can help you to schedule and prioritise tasks, allocate actions to employee's Outlook task list and see when those jobs are completed. Ensuring that everything gets done and jobs don't get lost or forgotten.
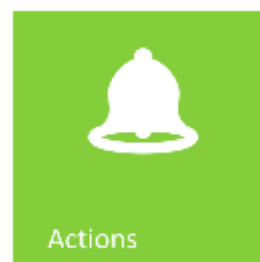
Why?

All too often our to-do lists exist in our head or scribbled down on paper. This can often be overwhelming – not to mention difficult to access by your members of staff. isCompliant gives clarity.

How does it work?

isCompliant is built around Actions. Every record in isCompliant can have an action assigned to it. Managers can allocate actions to individuals, whether these are generated from meetings, audits, reviews, and risk assessments.

If you spot something that needs rectifying whilst using the system, you can swiftly add it to your task list (or someone else's)! The Actions module also makes it easy to delegate to employees; if you need to monitor their output, you can receive a notification once their action is completed so you can review it, making managing staff more efficient. This means you know what has or has not been achieved across a department, project or company. Without having to ask.

So what is the full list of Actions features?

- Actions are sent directly to the employee's Outlook task list.
- It updates bi-directionally, so you don't even have to login to isCompliant; set the task to complete in Outlook and it automatically updates the system, or closes out an audit.
- When an action is marked for review, the reviewer will receive an email to let them know
- Actions can be created against any record in isCompliant.
- isCompliant automatically knows where and how the action was generated so it knows if something is an improvement or a fix, alerting you to processes within your business or project that are not improving.
- Action list is easily filtered by assignment, due date, status or source.
- Colour coded action list to show status of each action.
- Produces graphs that let you see which processes are performing and which need improving.
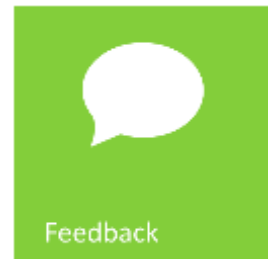
Show me how it works...

http://vimeo.com/channels/iscompliant/95283932

Feedback

In a nutshell

isCompliant feedback allows you to log and analyse customer feedback. Whether it's a compliment or criticism received, or a full set of feedback scores collected at the end of a project, isCompliant helps you evaluate and improve your service.

Why?

Learning from customer feedback is key in developing your business. It can help you improve your service and keep your customers happy. But often, at the end of a project it can be forgotten or overlooked.

How does it work?

Feedback comes with a form template you can issue to your customers to find out how they rate you. You can also log any other comments, complaints or compliments, and create actions to move things forward where needed. Allowing you to directly action the feedback and improve procedures as you go.

So what is the full list of Feedback features?

- Feedback form template to issue to customers.
- Enter scores out of five against key business attributes.
- Satisfaction percentage and rating created from the feedback given.
- Create a comment, compliment and complaint log.
- Create actions against feedback.

Show me how it works...

http://vimeo.com/channels/iscompliant/88746146

Company Objectives

In a nutshell

The Company Objectives module allows you to set, develop and build your objectives as your business grows. Sharing them with employees keeps them focused too.

Why?

The best companies in the world have one thing in common. A workforce that has a clear idea of where the company is going, what it wants to achieve and how they are planning to get there.

How does it work?

isCompliant allows you to set, develop and build on your company objectives. It allocates tasks in Actions, links to relevant Litigation and highlights areas where things are not working. It helps you to identify and share short-term goals and long term ambitions; ways to expand or diversify, improve HSE matters, or just small tweaks to make your customers or employees happier. Helping you and all your employees to have something concrete to work towards.

Simply tick the Objective box as you create an action and it gets elevated to a Company Objective status. That way you get real objective that are strategic to your business whenever they occur.

So what is the full list of Company Objectives features?

- Turn any action into a company objective.
- Set long-term goals for your business.
- Set real objectives based on the process graphs automatically generated in the Actions Module, helping you target the processes that are not improving.

Show me how it works…

http://vimeo.com/channels/iscompliant/95285132

Meetings

In a nutshell

This module allows meetings to run more efficiently and makes everyone in the business more accountable. The agenda can be viewed in advance and minutes can be taken directly into isCompliant during the meeting so they are waiting for attendees when they return to their desks. Actions and responsibilities can be set against minutes.
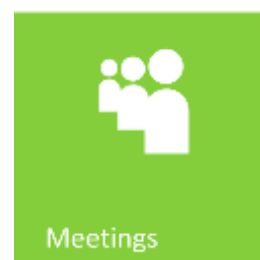
Why?

In most companies, meetings work like this. You organise a date; two employees forget and schedule other appointments, half the attendees haven't read the agenda so they're not prepared. Afterwards, the minutes finally pop into everybody's inbox just before next meeting and none of the actions have been completed! Sound familiar?

How does it work?

With this module, you can schedule meetings and at the click of a button, all attendees will receive an invite in their inbox. Meeting templates can be created to save time and the agenda can be viewed in advance. Better still, the minutes can be taken live using isCompliant on a laptop or tablet. Actions can be created during the meeting. This means that when the attendee's return to their desks, their actions will be waiting for them in their Outlook task list and the minute-taker can return to work! As the Meeting chair you can also see every time an action is completed – and when things are not.

So what is the full list of Meetings features?

- Minutes can be taken during the meeting, directly into the meetings module.
- Agenda templates save time.
- Meeting invites are sent to employees in advance.
- Actions are created whilst the meeting is in progress and are sent to employees emails before they return to their desks.
- No more PDF minutes with actions that get read 10 minutes before the next meeting!

Show me how it works...

http://vimeo.com/channels/iscompliant/88746144

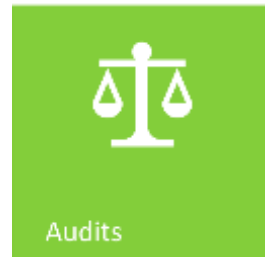http://vimeo.com/channels/iscompliant/95286354

Audits / Inspections

In a nutshell

This module allows for well-planned, structured audits and inspections. They can be carried out reasonably quickly, with relatively little disruption.

Why?

Not many people enjoy audits and inspections. But they are necessary in order to keep projects running smoothly. This module goes some way to ease the pain!

How does it work?

isCompliant is designed to streamline the audit/inspection process. It can create templates of audit agendas and send invites to employees. During the audit you can fill in your responses on your laptop or tablet and have the report ready for others to view almost immediately. If you use an iPad, you can even save images directly to the audit action. If a non-conformity or observation is noted, you can create an issue against the given agenda item and derive actions from it. This will then appear in the employee's Outlook task list. You can also draft future audits, planning the dates to create an audit schedule for the coming year, ensuring you are always prepared.

So what is the full list of Audits / Inspections features?

- Responses can be taken during the audit using an iPad or Laptop.
- Agenda templates save time.
- Audit invites are sent to employees in advance.
- Non-Conformities or Observations can be created from within the audit, and actions are sent to employees emails.
- Automatically report on the audits and their effectiveness.
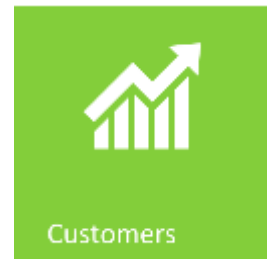
Show me how it works...

http://vimeo.com/channels/iscompliant/88831855

http://vimeo.com/channels/iscompliant/95283933

Customers

In a nutshell

This module gives a central and comprehensive index of your customers, including contact details and links to projects.

Why?

Businesses need customers. And if you want to be professional, it's important that your employees have a central resource of active and inactive clients.

How does it work?

isCompliant keeps comprehensive records of each client, including contact details of any individual contacts, their roles and responsibilities, and links to projects you're undertaking on their behalf. If you stop working with a customer, simply mark them as inactive so they don't have to appear in your client register. However their details are still easily accessible for future reference.

So what is the full list of Customers features?

- Store all customer contact details in once place.
- Link customers to projects and account managers.
- Keep track of specific contacts at each supplier.
- Make customer's inactive if you're not working for them – no time wasted entering their details if you work for them again in the future.

Show me how it works…

http://vimeo.com/channels/iscompliant/88746148

Suppliers

In a nutshell

The Suppliers module allows you keep track of suppliers and monitor their performance in quality and service.

Why?

You rely on your suppliers to provide the products and services you need to function, so you have to ensure they won't let you down.

How does it work?

isCompliant allows you to evaluate each supplier's performance, including product quality, cost, timeliness and communication. You can also assign assets to suppliers - if they provide your hire cars or service specialist equipment, you can access their information directly from the asset record.

So what is the full list of Suppliers features?

- Store all supplier contact details in one place.
- Assess suppliers to monitor quality.
- Keep track of specific contacts at each supplier.
- List regularly used products or services.
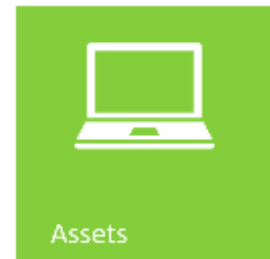- Sort the index by preferred supplier.

Show me how it works...

http://vimeo.com/channels/iscompliant/88744706

Assets

In a nutshell

This module allows you to build a comprehensive list of all of your business assets, including relevant service dates for machinery and electrical equipment. It also links the asset to the employee that is in charge of its use.

Why?

Even in small businesses, asset lists can be vast! Keeping track of the location and maintenance schedules for vehicles, machinery, electrical and safety items is time consuming and complicated. The Energy at Work Regulations specify that any electrical equipment must be maintained and in a safe condition - for most organisations, that means PAT testing.

How does it work?

This module keeps the relevant documentation for each asset in one place. It reminds you when your PAT testing, calibration or servicing is due and, to make testing simpler, you can order the asset list by the given Asset Tag, ensuring no assets have been missed. You can also link any asset to the employees in charge of its use and maintenance, as well as to a work site, project and risk assessment where needed.

So what is the full list of Assets features?

- Reminders when PAT testing, calibration or servicing is due.
- Attach documents to an asset (e.g. instruction manuals, service logs, test certificates etc.) to keep them all in an easily accessible place.
- Filter by Asset Tag so you don't miss any assets during testing.
- Link to a Risk Assessment to give the Asset a Risk Rating.
- Link an asset to its primary user and the employee responsible for its maintenance.
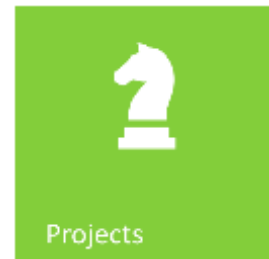- Link to a project or work site.

Show me how it works...

http://vimeo.com/channels/iscompliant/88831837

Projects

In a nutshell

Whether they're worth £20 or £2,000,000, for clients or company development, one-off ventures or on-going contracts, your projects can easily be tracked with this module.

Why?

Projects can be run in any number of ways, based on the people and the work involved. Sometimes that may be exactly how you would like it. Other times it may fall short.

How it works

This module allows everyone to monitor and keep track of a project in a structured way. In addition to detailing the basic project information, it allows you to record its status, linking it to a manager and customer. You can also add RACI Roles (Responsible, Accountable, Consult, Inform), a useful way of assigning management levels to a project. If an incident occurs related to the project, the report will automatically be sent to those defined under RACI.

So what is the full list of Projects features?

- Track the status of projects (Planning, New, In Progress, Completed or Cancelled).
- Link projects to customers and managers.
- Define RACI Roles for incident reporting on projects.
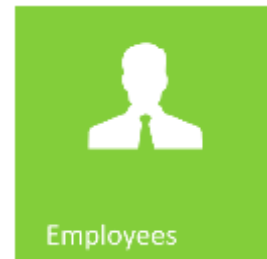- Set Actions relating to projects.

Show me how it works...

http://vimeo.com/channels/iscompliant/88744705

Employees

In a nutshell

The Employees module allows you to keep a full and comprehensive record of all employees, their details, training, current projects, customer accounts and assets.

Why?

Your employees are your best assets, so it's vital to keep their records, training details and reviews up-to-date.

How does it work?

As well as holding your employee's personal information and contact details, the Employees module allows you to set them Actions. It links with other modules so you can assign employees to projects and link them to any assets they are responsible for. You can also allocate responsibilities such as carrying out audits, managing customer accounts and reviewing documents. You can define competencies, verify employee qualifications and it will advise the relevant people when they are due to expire. It can even schedule and record employee reviews.

So what is the full list of Employees features?

- Store personnel data, including contact details, job specifics, emergency contact numbers and employment history.
- Give employees access to isCompliant on a module-by-module basis; no access, read only or write.
- Define competencies.
- Set personal objectives.
- Upload certificates and training records so they are all held in one place.
- Link employees to records held in other modules (e.g. assets, projects, customers etc.)
- Schedule and record employee reviews.

Show me how it works...

http://vimeo.com/channels/iscompliant/88746147

Reporting

In a nutshell

One of the great benefits of isCompliant is that it reports on everything as the data is collected automatically.

Why?

Keeping a track of everything that is happening in your business can be one of the most difficult management tasks. Often you rely on conversations with the relevant people. Meetings, Audits and Inspections that can often be unreliable, or too late. Conventional methods can be unreliable and haphazard.

How does it work?

It's really quite simple, but also very clever. Every time an action is created, the system knows if it has been created as an improvement (proactive) or as a fix (reactive). This also knows where the action has come from. It will start monitoring the individual processes, such as risk management, employee management, training or document control. It can tell you which processes are improving, which ones are not working and which ones are not really doing anything. In addition to this the Management Reporting Page will let you see a 30-day look-ahead, detailing actions that are due, along with other useful info such as employees' next birthdays, or the audits and meetings planned for the forthcoming week.

ISO Standards

ISO standards and Health and Safety Compliance rely heavily on following procedures and documenting the process of this to evidence it at any time. One of the major benefits of isCompliant is that it allows you to do exactly this - and meet many of the International Standards, enabling you to get UKAS Accredited certification. It ensures that everyone in your organisation is accountable and keeps up-to-date. It allows you to get those 'to-do' lists out of your head, allowing you to delegate and track progress. And it removes the bureaucracy of too much paperwork and running around like a headless chicken before the annual audit is due! In short, isCompliant makes it easier and cheaper to maintain the standards in a way that actually benefits your business.

Why?

Too many organisations try to get certified just for the certificate. This usually means they have to keep on top of processes that don't actually benefit their business; they're just there to satisfy the ISO auditor. isCompliant uses proven processes actually do benefit your business and help improve it. The certifications are an added bonus!

Not only that, but the way isCompliant is structured means if you have a consultant on the job they can assist you from afar, keeping you up-to-date and continuously on top of things.

Keeping everyone in the picture.

Because isCompliant is cloud-based, it is accessible wherever you, or your employees are. And any assistance can be provided remotely, which keeps the costs down.

Of course, we can't guarantee that you will achieve certification by simply signing up for isCompliant. But our user manual and procedures actually satisfy the majority of the document requirements of the standards listed below. In fact, anyone who signs up to isCompliant gets a full library of documents ranging from policies to procedures.

So what sets of Standards does isCompliant satisfy?

ISO 9001 – Quality Management

What is this?

The most recognised standard is ISO 9001 for Quality Management.

In a nutshell

isCompliant meets the requirements of both the 2008 and 2015 versions. If you are currently certified to ISO 9001:2008 and you need to bring your system in line with ISO 9001:2015, isCompliant makes it easy.

Tell me more...

One of the biggest mistakes made by businesses is thinking that ISO 9001 is just a Quality Management Standard. In reality, it is business management standard. And the real secret is, it's not as complicated as they would like you to believe!

Essentially it is a robust framework for a successful business. It lists the things that all businesses should do to succeed and improve. Things like managing your employees, managing improvements, confirming suppliers can provide what you need, setting objectives... All these tasks (and many more) are covered in isCompliant.

ISO 14001 – Environmental Management

What is this?

Like ISO 9001, ISO 14001 describes the minimum requirements a company needs to have in place, but focuses on how to manage the environmental aspects of a business and processes required to reduce environmental impacts.

In a nutshell

isCompliant makes it nice and easy to achieve these requirements, by combining the processes shared with other standards so that you don't end up duplicating records.

Tell me more…

An example is that the auditing process in isCompliant meets the auditing requirements for all recognised international standards.

In addition to meeting the requirements of ISO 14001, used properly isCompliant also lets you understand your legal compliance requirements in respect of the Environment.

OHSAS 18001 and ISO 45001 – Occupational Health & Safety Management

What is this?

Like ISO 9001 and ISO 14001, OHSAS 18001 and ISO 45001 are based on simple business principals. There are plans for ISO 45001 to replace OHSAS 18001 in 2016.

In a nutshell

Every company has a legal obligation to their employees to manage occupational health and safety. The safety management standards are designed to create formal processes that ensure all activities are risk assessed. An example would be when hazards are identified, possible consequences are reduced and the likelihood of occurrences is removed as far as reasonably practicable.

Tell me more...

isCompliant has an easy to use Risk Assessment module. This allows you to risk assess your activities. It also allows you to monitor the mitigation actions put in place to reduce risk. In addition, the Risk Assessments can be tied to Emergency Plans, Projects and Employees, ensuring that risks are suitably communicated and controlled.

ISO 27001 – Information Security Management

What is this?

ISO 27001 is one of the fastest growing standards in the ISO family, creating a robust set of rules for maintaining your data integrity and confidentiality.

In a nutshell

Information Security Management systems are becoming essential for everyday business activities. As we retain more and more data about our operations, clients and employees, it is increasingly important for us to understand the sensitivity of information and how to control it. isCompliant has the tools automatically built-in so you can manage risks associated with your data classification and protection.

Tell me more...

The new ISO 27001:2013 was the first standard to use the Annex SL format. This will now be rolled out across the other standards mentioned on this page. In fact, isCompliant meets the requirements of both the old format standards and the new, so you can still have a fully integrated system before, during and after the transition.