



RMQS

Efficient query submission,
management, review and
resolution for Risk Management



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Digitally drive the process ..

... of submitting, tracking and resolving queries submitted by employees across a range of risk-related topics



About Us

We build and host digital products and solutions at the forefront of technology to enable measurable and practical digital transformation for our clients.



The need

An affordable solution that drives the resolution of queries submitted by your staff to risk management teams

Query management or support ticket systems are fairly common and well-known thanks to the efforts of many IT service companies and departments. These systems are usually available off-the-shelf or easily implementable through a SaaS provider. When dealing with risk-related queries, organisations may need a more sophisticated solution though, so that they can:

- Engage more fully with the original requestor in order to obtain additional information needed to enable the resolution of the query
- Workflow the query to additional reviewers prior to the query being resolved
- Attach and store any related documentation
- Keep an audit trail of every step of the resolution process
- Invite specialists onto the query to submit their advice and have these submissions tracked along with the resolution

The Risk Management Query System (“RMQS”) is a specialised query management solution that provides all the necessary features to achieve the above whilst also ensuring rapid resolution of queries submitted by users.

A group of five business professionals (three men and two women) are gathered around a table in a modern office setting, looking at a document. They are dressed in business casual attire. The background shows large windows with a view of greenery outside.

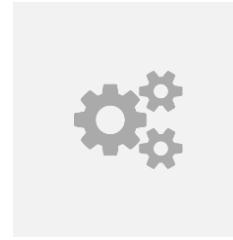
RMQS

A specialised query management solution aimed at resolving queries submitted by staff to your Risk Management Team.



At a glance ...

Built and hosted on our revolutionary flagship digital platform - *readyplatform*



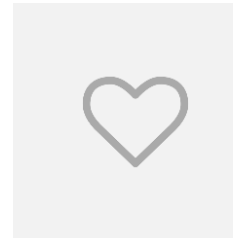
Configurable

- Tailor RMQS to your exact specifications by adding your own topics, sub-topics, selection lists and more...



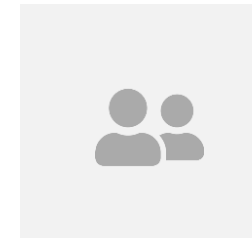
Online reporting

- Summary dashboard reports
- Detailed reporting



Easy to use

- Intuitive and friendly interface
- Attach and manage documents



Collaborate

- Alerts, notifications and reminders keep everybody informed

RMQS

Users can quickly and easily submit queries using the intuitive interface

Query Details

Please complete all relevant fields in this form

You have indicated that your query, request for consultation or notification principally relates to Independence

The query or request relates to the following topic(s):

- Employment with audit clients

Change Topics

Client Name

Have employment negotiations begun?

Yes No

Are you on the

Yes No

When was the last audit performed?

Please set out your query below (avoiding personally identifiable information where possible) ?

Please do not use this system to log FRAUD HOTLINE queries

Category

Ethics and Professional Integrity

Does your query or request principally relate to:

x Whistleblowing / Raising your hand

Select all that apply

Press [CTRL] while you click to select multiple options. Click the 'X' to remove an option.

Submitted by or on behalf of:

I can't find the user I'm looking for

Eugene Pfister

This list only shows users in your member firm who are registered on LodeStar

I wish to remain anonymous for this query

Cancel

Begin →

RMQS

RMQS is shipped with a wide variety of categories, each with their own topics and sub-topics

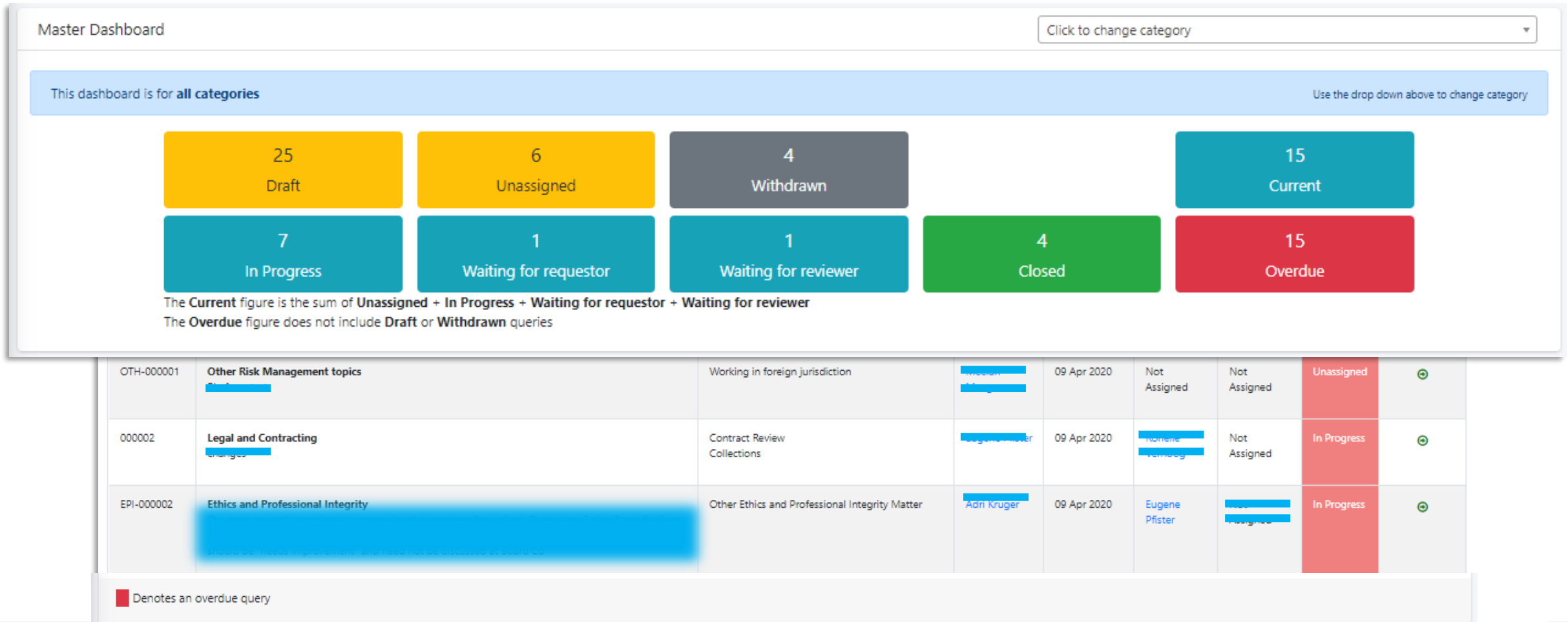
- Client and Engagement Acceptance
- Ethics and Professional Integrity
- Independence
- Information Security and Data Privacy
- Legal and Regulatory
- NOCLAR
- Reportable Irregularities

... and any more that you can to add to the configuration

RMQS

Track and manage all queries from the central dashboard.

Dashboards are also available at the requestor, operator and reviewer level ... backed by many detailed reports.



RMQS

Manage the entire lifecycle of the query from one screen

The screenshot displays the RMQS interface for an 'Ethics and Professional Integrity Query'. The top navigation bar includes 'Query Details', 'Documents', 'Delegates', 'Specialists', 'Additional Actions', 'Review Notes', 'Resolution', and 'Activity Log'. A green status bar on the right indicates 'Query Status: In Progress'. The main content area shows the query title and several key details:

- Submitted by or on behalf of:** [Redacted], South Africa. A 'Nudge Operator' button is visible below.
- Assigned To:** [Redacted]
- Reviewer:** Not assigned
- Expected Resolution Date:** 16 Apr 2020
- Reference Number:** EPI-000003
- Submitted:** 09 Apr 2020
- Options:** This is a confidential matter, Override data destruction rules
- Help:** A blue button labeled 'Need help? Take a tour' is present.

- Add documents
- Invite your own delegates (if you are the requestor) to help you with the query
- Invite Specialists (as an operator) to help with the resolution of the query
- Record and work through additional actions between the operator and the requestor
- Forward for review (and manage review notes)
- Record and view the resolution

The detailed audit trail keeps track of all activities performed on the query

RMQS

Packed full of additional features

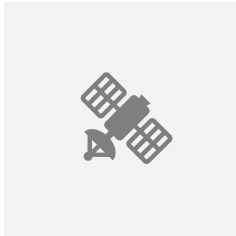
- Submit by proxy lets you submit a query on behalf of any other user
- Discussion forum integrated to the query lets you discuss matters related to it
- Match queries to previous matters
- “Nudge the Operator” if you feel your query is taking too long to resolve
- Record precedents that others can refer to when resolving future queries
- Build your own custom lists and custom list options
- Add Frequently Asked Questions, helpful documents and links to external sources to help users before they log queries
- Automated data destruction after preset intervals ensures that your old data is archived according to policy

readyplatform

Tapping into the capabilities of our always-on, digital platform, we will help you reinvent your business processes, provide an intuitive interface and enable key analytic reporting to help you get the best out of your business processes

readyplatform at a glance

A digital delivery platform providing the ecosystem needed to rapidly build, deploy and host digital products and solutions to help businesses innovate and digitise at unprecedented rates



Always On

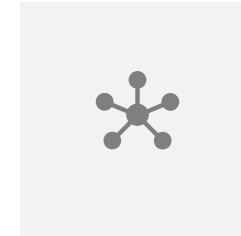
readyplatform lives in the cloud. This means that you can access your data and applications at any time from anywhere in the world

Perform assessments and analyse results when it suits you from wherever!



Detailed Logging

... and user tracking, combined with digital signatures, mean that you can track and trace all actions performed by you and your employees



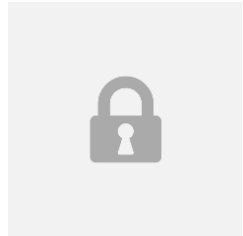
Drive innovation

Utilising our flexible architecture means that we can help you launch your own digital solutions quickly and at much reduced cost over traditional development methods

You're not tied just to RMQS. We can leverage our platform to provision or build out any solution you may need

readyplatform security

Built to the strictest security standards, you have peace of mind knowing that your data and applications are kept in a secure environment and that it is managed in compliance with data protection regulations



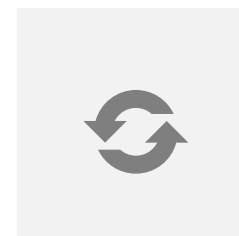
Data Protection

readyplatform uses a secure protocol (HTTPS) for keeping all data encrypted when shared between your platform and a user's browser. No data can be shared with third-party entities without your explicit consent. When at rest (in a database), your data is encrypted too, providing an additional strong layer of protection.



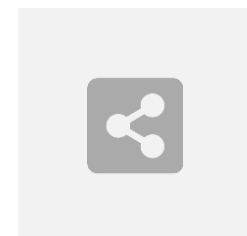
Security Practices

readyplatform is built on a safety-first basis to follow best practices and comply with the latest security guidelines. These include OWASP's recommendations for secure application development. Independent third-party penetration tests are regularly performed on all our products and infrastructure to identify and confront any current vulnerabilities.



Data Redundancy

Your data requires the highest degree of protection with no room for compromise. Our fully-managed cloud deployment offers multiple levels of data redundancy both at infrastructure and application level.



Solid Infrastructure

Our virtual cloud services use world-class infrastructure providers like Microsoft for your system's efficiency, safety and round-the-clock accessibility. Our providers are just as reliable and are highly qualified and equipped with the latest security-related certificates to offer first-class services.



practical

*/ 'praktɪk(ə)l/
adjective*

of or concerned with the actual doing or use of something rather than with the theory and ideas

2Digital Solutions

We build and host digital products and solutions at the forefront of technology to enable measurable and practical digital transformation for our clients

2Digital Solutions at a glance

Established in 2016

South African Registered
2016/268563/07

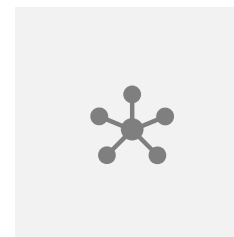
VAT Registered
4280276199

Our core team has over 40 years combined experience in IT development, IT consulting and IT assurance

Our extended team of developers and professional consultants cover a variety of subject matters including financial, tax, audit and general advisory



We operate globally servicing our clients on every continent



Portfolio of Service Offerings

- Application Criticality Assessment Toolkit
- Bursary Management
- Case Management Solutions
- Declarations
- Document Collaborator
- Finding Manager
- Employee Mobility
- Help Desk Solution
- IFC Toolkit
- Polls
- Questionnaires
- Risk Manager
- Risk Management Query System
- Self Assessment Toolkit
- Staff Management
- Surveys
- Tax and Rebate Calculators




Major Clients






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