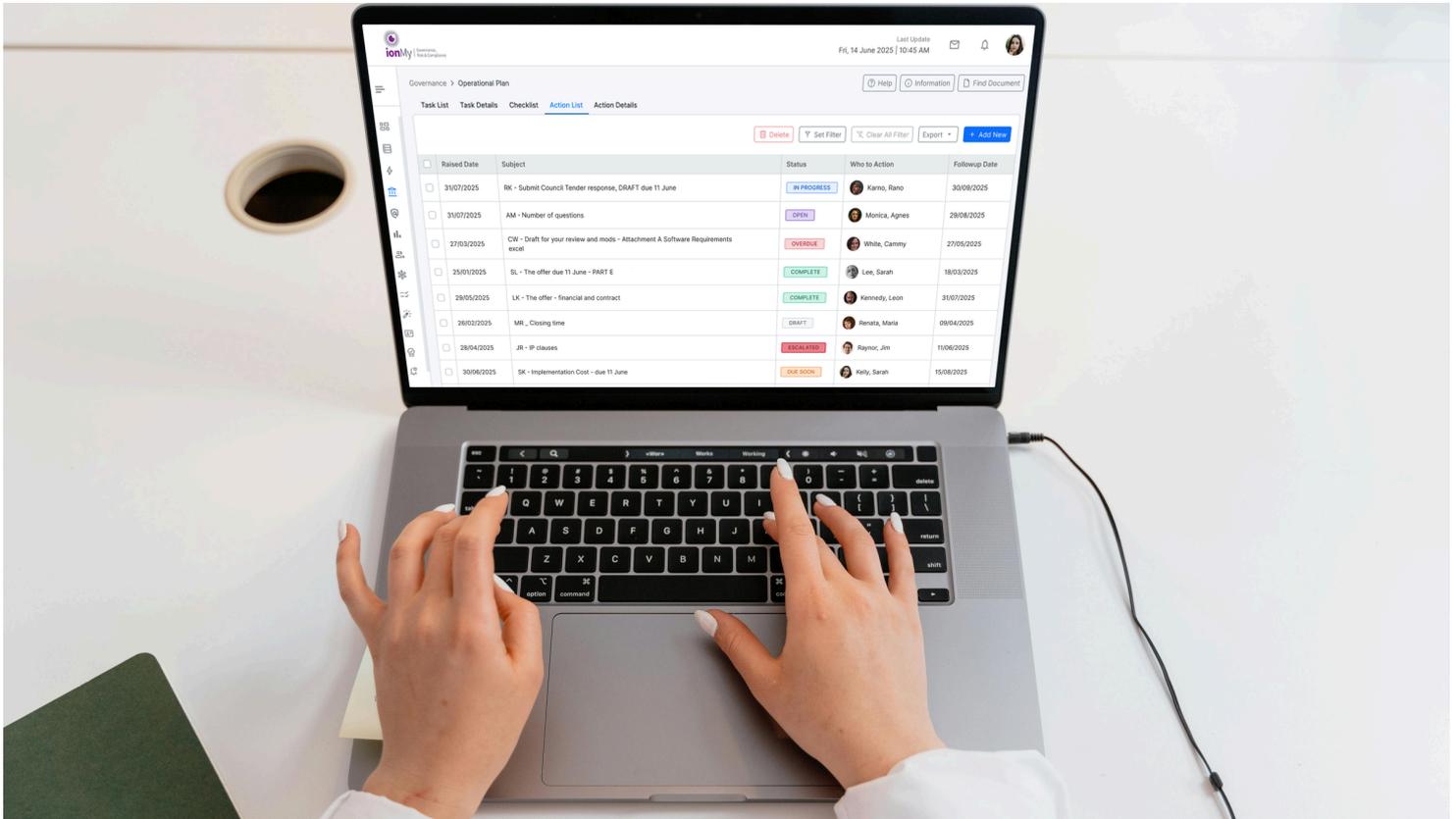




Keep your team and stakeholders aligned with ionMy's dynamic Actions and Escalations system, ensuring tasks, follow-ups, and responses never fall through the cracks.

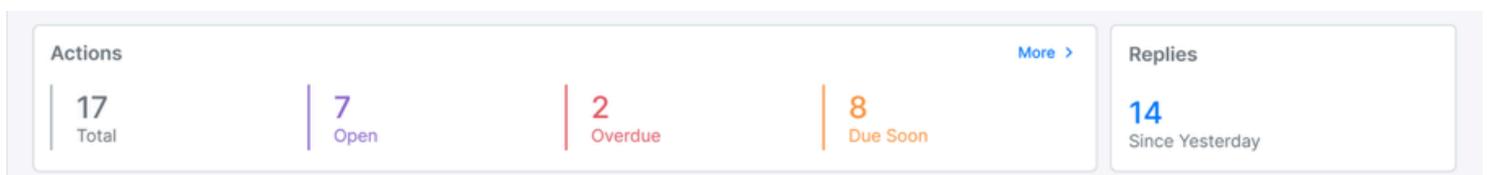


Dynamic Actions That Drive Results

Turn "to-dos" into tracked, time-bound actions. ionMy's Action Panels operate across every module: incidents, feedback, risk, governance, audits, and more, ensuring every required task is visible, owned, and completed on time.

Each action can be:

- ✓ Assigned to multiple users, staff, or contractors
- ✓ Tailored with specific due dates and completion timeframes
- ✓ Automatically linked back to its source event for full traceability





All Communication Captured in One Place

ionMy's unique bi-directional messaging system automatically logs every email alert and reply, creating a complete communication record. This ensures all reminders, updates, and acknowledgments are instantly reflected in the corresponding record.

✓ Auto time-stamping of responses

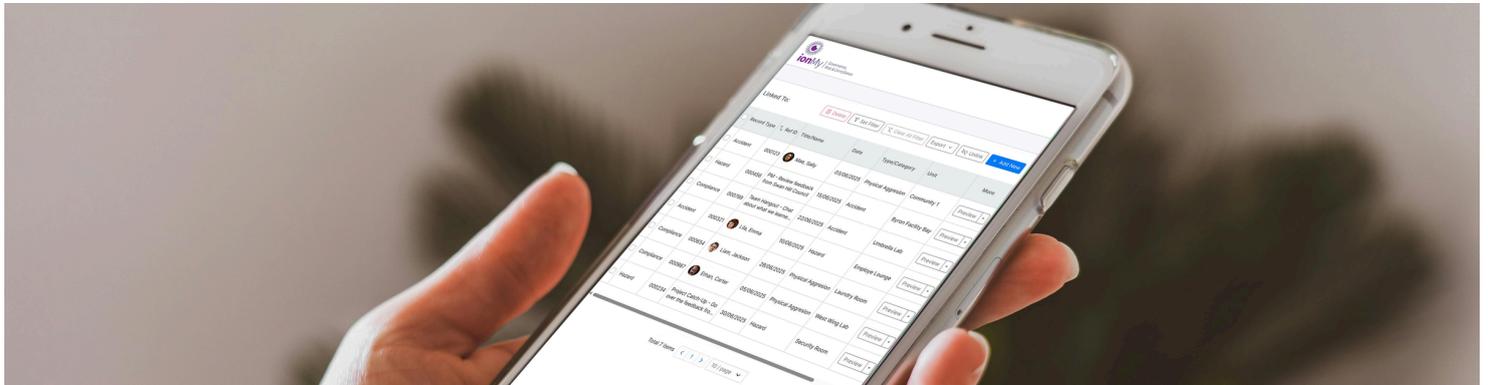
✓ Full traceability for audits

✓ Integrated alerts and reminders

Never Miss a Critical Step

Escalation rules in ionMy are driven by your business logic and service plans. Set automated triggers for **Response Time** and **Resolution Time**, when these thresholds are exceeded, the system notifies the right people instantly.

- Fully configurable escalation intervals
- Supports multiple escalation levels (e.g., Supervisor → Manager → Executive)
- Works across all modules for consistent accountability



Total Visibility for Decision-Makers and Auditors

ionMy's integrated Actions & Escalations framework provides real-time insights into what's pending, what's overdue, and what's resolved. Every step is logged, giving auditors complete visibility and management peace of mind.

Simplify Accountability. Amplify Confidence.

Empower your organisation with a seamless, auditable, and fully automated way to manage actions, communications, and escalations, all within one connected system.

ionMy Actions & Escalations — Where Accountability Meets Automation.