



## Client User Options

▶ The ORM solution can be deployed in 1 of 3 ways:

- ▶ 1 – as a fully hosted service provided by ORM
- ▶ 2 – via a Client hosted license
- ▶ 3 – by purchasing of full license

### ▶ Installation

- ▶ When hosted by ORM, (*option 1*), the information is accessed directly from the ORM website;
- ▶ If client hosted (*option 2*), the information is accessed from the client network via a secure portal to the ORM website.
- ▶ In both instances, the ORM incident management system is up and running as soon as the customization templates and the contacts are setup. This setup process takes typically one month, and there are no requirements for any IT infrastructure other than web browsing.
- ▶ When purchasing a full ORM System client license (*option 3*) to be installed on your own IP network and/or intranet servers, ORM shall provide the minimum specifications to enable full feature functionality. ORM technicians shall set-up and commission the system in conjunction with your IT staff.
- ▶ All ORM licensees have access to email and 24/7 support and bug fix patches.

### ▶ Training

- ▶ Training is an integral part of implementing the ORM System successfully. Although the ORM system's User Interface is very user friendly, some training in some instances will be required to optimise the use of the system. The "train the trainer" concept is best recommended; eg your group risk manager may be trained first so that he/she can train other users.

### ▶ Maintenance and Support

- ▶ The ORM System is totally designed, supported and maintained in Melbourne, Australia. Clients have access to support via telephone (24/7 Call Centre) or via ORM's web-based Helpdesk.
- ▶ Optional premium support and services for ORM include; 24/7 telephone support, software assurance and training

### ▶ Specialist services Consulting

- ▶ Consulting services are provided by ORM staff and specialist consultants are in place for additional generic risk management, OHS and Public Liability consulting activities.