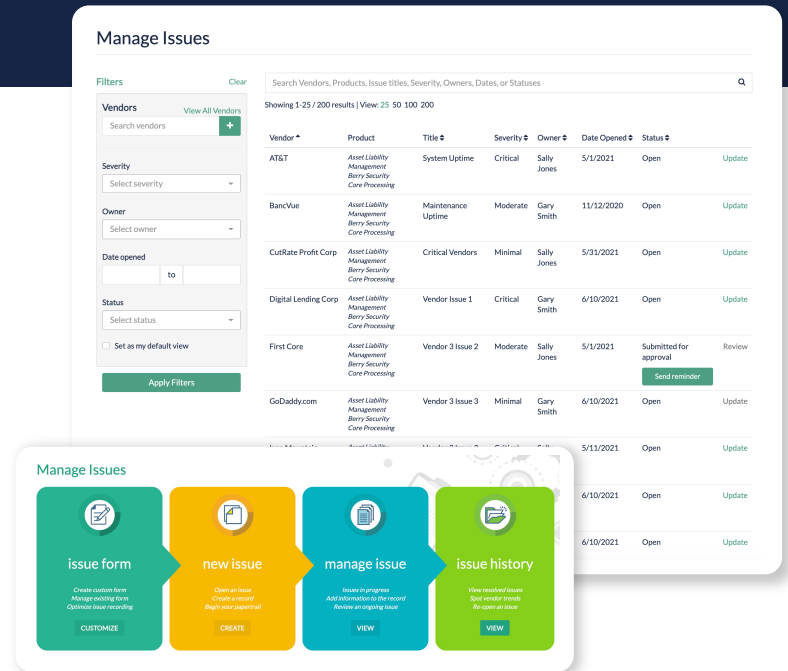# venminder

Software Module - Add-On

Issue Management

Identify, manage, monitor and remediate vendor issues by collaborating with your team in one central location.

Overview

When assessing and monitoring vendor risk and performance, issues may surface that require follow-up, management and possibly remediation. In an attempt to collaboratively solve the issue, it's common for issues to get lost in offline processes that then fail to properly document and track an issue all the way to resolution.

With Venminder's Issue Management Module, we make it easy for you to centralize and implement processes that guide internal collaborators through the lifecycle of an issue. You gain visibility into the frequency, severity and status of vendor issues so you can take action and, when it's time, have meaningful conversations with your vendor regarding performance.

The Venminder Third-Party Risk Management Platform gives insight into the status, severity and frequency of issues so you can determine if you need to take immediate action to reduce risk.

Key Benefits

Create a consistent and centralized approach that fits your unique needs

Instead of relying on your team to email you issues, you can now easily create a centralized process with unlimited custom fields and follow-up procedures as well as set approval workflows.

Increase your visibility into your vendor's performance

Gain fast insight through robust reporting into the frequency, severity and status of all open and previous vendor issues so you can determine if vendors are failing to meet your needs and possibly need re-evaluation.

Quickly spot issues that could be indicators of risky behavior

Vendor issues can be the result of underlying problems, which could then affect the quality of information security. With processes in place to trigger actions and alerts, you can quickly spot issues that may suggest increased risk at that vendor.