



# SIERRA INCIDENT MANAGER (SIM)

## FROM SIERRA EXPERTS

Sierra Incident Manager (SIM) is a web-based application that allows any organization to easily and securely track projects, customers, assets and information with built-in workflow automation to improve customer service while reducing support costs.

## Why Pick Sierra Incident Manager?

### Ease of Use

SIM is designed to be intuitive and easy to start using. It can be accessed through any device with an Internet connection, meaning no frustrating installation process. With SIM's clean interface and simple navigation, your team will be able to hit the ground running.

### Comprehensive Service

With SIM, your team can easily track projects, assets, productivity, and labor hours, all with full search and reporting capabilities. Manage user and customer access, store contact information, aid in invoicing, and manage quotes.

### Affordable Solution

Sierra offers SIM at a price that is affordable for any business. Flexible packages are available to accommodate organizations of any size, from 5 licensed users to over 100,000 or more. We are in a class of our own regarding quality and price.

### Expert Support

At Sierra, we trust SIM for our own internal use. We are constantly improving SIM and adding great new features. Sierra offers our customers the same expert support our employees rely on, 24/7/365.

### Track

- Projects
- Assets
- Productivity
- Labor Hours



### Manage

- User and Customer Access
- User and Custom Contact Information
- Search and Reporting
- Invoicing Support

