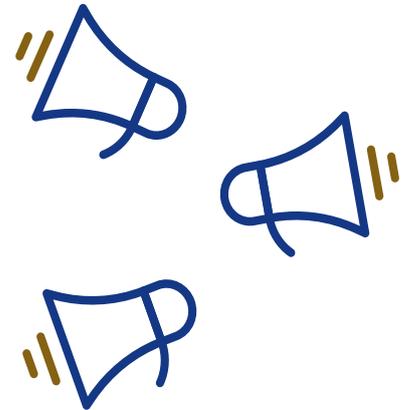# Primesoft

Whistleblower in V-Desk

Introduce a **compliant incident ticketing system** in your company. Activate a secure external portal that ensures anonymous communication and efficient handling in a workflow system.

The application allows **anonymous ticketing** to an internal system where by means of workflow mechanisms the case is handled, managed, and supervised.

WHISTLEBLOWER'S TICKET	→	REACTION	⇔	ARCHIVIZATION

V-Desk application meets requirements and facilitates work. What does it offer?

Witness protection and full anonymity

Prompt and effective response to irregularities

A structured and organized approach to handling affairs

Matters are safely archived

One-click installation (max. 3-4 business days)

Primesoft

How the application works?

1. Reporting an incident to a dedicated portal

A dedicated link leads to a portal where you can ticket an incident using an easy-to-use form add attachments and comments. Thanks to integration with a secure API, the incident is registered in the system and handled in the process.

2. Handling an incident in the V-Desk system

Signals are registered in the V-Desk system as cases, which are then handled by compliance personnel. This ensures control and quick response to reports, as well as grouping reports of the same case.

Cloud based architecture of the installation

- Access from anywhere, at any stage of the case
- Anonymous reporting without providing any details
- No possibility of tracing the device from which the report was made

The ticket code (signal registering) allows for further communication or returning to the case without providing any data. This allows the Whistleblower to view the history of the case without having to reveal their identity.

Primesoft
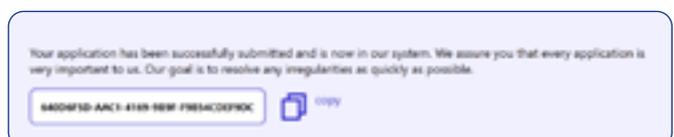
Specification

The module encompasses:

- 📌 **external portal** to anonymously report, shared in a link form

- 📌 **V-Desk portal** enabling registration and digital handling of the tickets

- 📌 **archivization** to safely store closed cases

This application is cloud based on Microsoft Azure in multitenant mode.
This approach enhances security by ensuring access is restricted to authorized users only and ensures anonymity of a whistleblower.

It provides dedicated, isolated server spaces that are fully protected from external access.
Each client is granted their own portal within the access license, with full control and administration rights.

Seamless ticket handling and intuitive user experience are ensured by the following components:

- ✓ Frontend layer for the user of the application and the backend hosted on servers.

- ✓ Archive part used for storing and managing files attached to tickets.

- ✓ AzureSQL provides efficient database management in the cloud model.

- ✓ AzureBlob a serverless service that ensures secure data storage.

- ✓ Apache Reverse proxy enables smooth certificate handling.

How whistleblower in the V-Desk work?

Whistleblower

ANONYMOUS TICKET

www.sygnalista.app.pl

COMPANY

Compliance department

HR department

V-Desk

Whistleblower's team