



USE CASE

EH&S

A Fortune 500 company that develops, manufactures, and markets elevators, escalators, moving walkways, and related equipment turned to TrueContext for assistance to modernize its EH&S systems, improve safety processes and empower field teams with the right tools and knowledge.



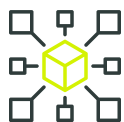
- ✓ Improved safety monitoring
- ✓ Improved training & increased employee engagement
- ✓ Better risk mitigation
- ✓ Simplified JHA & increased compliance
- ✓ Access to remote data in real-time
- ✓ Reduced repeated work

INEFFICIENT PROCESSES

Employees used to collect regulatory, safety, and auditing requirements on paper to be logged into the system once a week. This time-consuming, manual process generated many errors and caused unnecessary delays as well as limited the company's reporting capabilities.

LIMITED VISIBILITY

With many field professionals and supervisors at distributed sites engaged in multiple projects, it was hard to track who was working at what site, the issues they faced, and how they responded to safety hazards.



The challenge

MAINTAINING COMPLIANCE

The company must comply with multiple EH&S policies, standards, and regulations across various jurisdictions, as well as its own established standards and policies. Keeping up and enforcing compliance was daunting with its paper-based record-keeping systems.

RISKS FROM A LACK OF COMPLIANCE

Failure to follow proper EH&S rules can be devastating for the company, including steep penalties and legal liability, as well as downtime and delays in the timelines



MISSED OPPORTUNITIES

To tap into competitive advantages for its business that follow from adherence to EH&S efforts such as improved product and service delivery, the company required access to real-time data, analytics, and intuitive tools. This would help them measure EH&S performance and provide insights to advance their agenda.

The challenge

RISK OF NEGATIVE REPUTATION

If the company failed to modernize its safety processes, it risked this harming its reputation within the industry, causing difficulty in hiring as well as securing contracts and bids.



Utilization of TrueContext for the EHS team has created simplicity and better visibility for our tracking capabilities for KPIs and metrics driven to our management teams in the field. Additionally, it has been a significant time saver by driving down requirements to conduct a repeat task transitioning from paper to our internal tracking system.

CIO
FORTUNE 500 ELEVATOR,
ESCALATOR & MOVING WALKWAY MANUFACTURER

Outcomes

With TrueContext, the Fortune 500 elevator, escalator & moving walkway manufacturer has improved its EH&S capabilities to maintain its commitment to safety, reliability, and reputation. They have generated positive business outcomes in several key areas:

▶ IMPROVED SAFETY MONITORING

TrueContext helps the company's teams leverage the rich data collected in the field and turns it into actionable insights. With greater simplicity and better visibility into KPIs and metrics, there is now a seamless link between the manufacturer's internal retention systems, live scorecards, and goal metrics.

▶ INCREASED EMPLOYEE ENGAGEMENT

Field associates, supervisors, the EH&S team, line of business owners, auditors, and other employees are engaged and accountable for safety now that they are empowered with real-time data and analytics.

▶ EASE OF DEPLOYMENT

Since TrueContext can be deployed incrementally to fit a customer's needs and requirements, the manufacturer can adapt the solution to meet each country and department's needs as they become ready to modernize their service operations. The process is less complex, budget-friendly, and manageable. TrueContext easily integrates into existing systems and data sets, reducing disruptions and accelerating deployment.

▶ IMPROVED TRAINING

With TrueContext interactive forms, technicians can learn on-the-job and call up the exact safety procedure on the mobile app for quick reference as they work rather than struggling to find the information. Frontline workers can now provide feedback to the operations team helping them design better training materials and instructions.

▶ RISK MITIGATION

Evidence gathering is easier than ever. Photos can be provided instantly to help with risk mitigation and allow a supervisor to quickly provide directions on how to handle a hazard or authorize a 'stop work' decision. Photos can be annotated, geo-stamped, meta-data can be enabled for improved auditing.

▶ INCREASED COMPLIANCE

The company can now incorporate regulatory and safety standards in its field services business to comply with global, regional, and operation-level EH&S requirements.

▶ RAPID RESPONSE

The operations team is equipped to quickly respond to emergency and evolving industry needs and device response plans. Regulatory-driven requests and use cases such as changes to OSHA or urgent customer requests can rapidly be implemented.

▶ SIMPLIFIED JOB HAZARD ANALYSIS (JHA)

With a simplified field JHA process, the daily submission of forms is now done seamlessly. In addition, this activity has been linked to KPIs to provide insight to field associates, supervisors, and management who wish to see if daily tracking measures meet the required goals.

▶ ACCESS TO REMOTE DATA IN REAL-TIME

Even with techs in remote locations, data flows into the company's systems without having to wait for their return. The risk of data loss has also been eliminated.

▶ REDUCED REPEATED WORK

The business logic behind the manufacturer's forms allows field associates to finish their work on the first visit. The company is saving about 3 hours a month by eliminating rework.

SEE TRUECONTEXT IN ACTION

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