

# **SIMPLY** WORKFLOW

## **Case Study**

## **Integrated Communications Limited**



The Integrated Communications Ltd case study is part of the Institution of Occupational Safety and Health's (IOSH) Life Savings campaign which showcases how good health and safety management saves lives and money. Find out more at [www.iosh.co.uk/lifesavingsireland](http://www.iosh.co.uk/lifesavingsireland).

# Highlight

Integrated Communications Ltd saved  
€150,000 within two years

# Integrated Communications Limited

## The Facts

Integrated Communications Ltd was established in 1995 and provides a range of services to the telecommunications industry, including installing digital TV, broadband and voice products in residential and commercial markets. The company, known as ICL, has premises in Dublin and Carlow and employs 220 people, with a fleet of 140 vehicles.

## The Issue

Managing, collating and measuring health and safety information in 'real time' was proving a challenge at ICL. When field-based staff went out to do a job they had to fill out a paper risk assessment – completing forms manually was time-consuming and delayed getting them to the health and safety team, which meant that issues couldn't be addressed quickly and staff could potentially be put at risk. Processing the risk assessments and creating reports was also time consuming as the assessments had to be scanned, the data entered into a spreadsheet and analysed, and then emailed to the management team. The whole process was lengthy and inefficient.

## The Solution

ICL developed and custom-built a new electronic workflow management system called '**Simply Workflow**' to manage health and safety. The system takes the form of an app and operates on android smartphones and tablet computers and was designed to improve efficiency and provide 'real time' information via a paperless system.

**Simply Workflow** has eight modules – health and safety, fleet, quality control, stores, jobs management, asset management, complaints and reporting. The health and safety module and KPI dashboard were created by Paul Flynn, Health and Safety Manager at ICL and a TechIOSH member.

Paul explains: "Risk assessments have always been an integral part of our approach to effective risk management on site to make sure employees work safely and go home safely. Simply Workflow has allowed us to streamline the risk assessment process which gives us more insight and control. It's improved this element of health and safety management dramatically."

The idea behind the system is to raise awareness of health and safety, reduce accidents, manage risk and measure and monitor performance. The system has a number of features covering all the key areas, and is aimed at all staff.

Using the 'Jobs management' module, technicians have to fill out the 'Risk assessment' section for each and every job before work starts. Working at height is a key element of the work at ICL – the team of technicians climb ladders on average 1,900 times a day and they have to complete a risk assessment each time they climb up a ladder – Simply Workflow has enabled ICL to manage the risk assessments and process the information for each of these tasks. Supervisors use the 'Asset management inspection of plant and equipment' area to log problems with equipment, helping the health and safety team to get damaged equipment repaired or replaced quickly.

In the 'Health and safety' module, the 'Workplace audits and corrective action' section includes a simple checklist with integrated scoring to help supervisors carry out an audit to assess site safety standards. Supervisors can also upload photos onto the system to help the health and safety team identify problem areas fast. When



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they complete the checklist, it delivers a 'pass' or 'fail' result – and if the outcome is 'fail' the system sends an email to alert the health and safety team so they can act to close out the items identified to prevent an accident from happening. If there is an accident or incident, employees log it in the 'Accident reporting' section of the system on their phone or tablet and complete a simple form.

The accident register is then automatically updated, along with accident frequency rate figures, and the system notifies the health and safety team to prompt the investigation process. This helps the team collect information in 'real time' and take any action needed as a result. Also in the 'Health and safety' module staff use the equipment ordering function to order personal protective equipment and other health and safety kit, while a 'Fleet safety' zone offers route planning to help cut fuel usage and provide key road safety information. Finally, a 'Dashboard reporting' section displays graphs and charts to show at-a-glance results across the board. The dashboard is accessible to all supervisors and managers

Since introducing the new system, ICL has been able to seamlessly manage and process key health and safety tasks and information to reduce the risks associated with the work employees complete on a daily basis. It has improved both productivity and service levels – there is no longer a need to return to the office and spend hours processing paperwork, inserting photos into audit reports or emailing reports.

It's also created a much more structured approach to health and safety management. Says Paul Flynn:

"We've been able to improve the risk management process, getting much better quality information in comparison to the old paper-based system. We've given key people access to real time information, and helped managers get more involved in health and safety and address requirements straightaway through the real time dashboard reporting and monitoring system. This has had a major impact on compliance and how safety is perceived and handled in each department

## The saving

ICL believes Simply Workflow has made a significant contribution to reducing accidents by making sure that risk assessment is at the forefront of every aspect of the work. And since introducing the system in 2010, ICL has saved approximately €150,000 through reductions in administration costs, report building time, printing costs, improved fleet management and lower fuel costs. The cost of replacing tools and equipment has also dropped as a result of the improved monitoring and close-out processes. In addition, eliminating paperwork has cut the company's carbon footprint.

ICL anticipates future savings of approximately €100,000 a year using the new technology.





## Mobile Workforce Management

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