

CASE STUDY

How a Major Waste-Recycling Company uses Preverly Incident Management Software to Track, Analyze & Prevent Safety Incidents in their Organization.



OVERVIEW

For nearly 20 years, our client* has been providing recycling and 100% waste diversion programs, affordable roll-off container service, on-site storage, portable restrooms, street sweepers and comprehensive waste removal to businesses and homeowners. They are a one-stop operator of state-of-the-art material recovery facilities (MRF) throughout Chicago. They have five recycling centers strategically located in Chicago and the surrounding suburbs. They have made significant investments in technology to minimize the amount of material that cannot be recycled.

Our client had clearly identified a need for an incident management system in their organization and hence embarked on getting a mobile application built to track safety incidents. They wanted to get the application built on iOS and Android. Their search for the perfect product that met all their needs ended as they saw the demo of Preverly.

CHALLENGE

The client wanted an incident management system that is customized to their typical needs, and not just a cookie cutter plug and play product. The safety personnel at the client's company had definite pain points to address and clear goals to meet.

They wanted a customized product that would -

1. Bring increased incident awareness and observation visibility.
2. Send notification alerts to users when observations or incidents are created.
3. Show analytical charts that show incident trends.
4. Have a portal that displays incidents & observations aged by days.
5. Have a search facility to look at data of interest.
6. Have an incident approval flow with feedback loop and notifications to keep the assigned security personnel in the loop.
7. Assign roles granted by an administrator to designate application users and incident approvers.
8. Notify incident approvers as soon as new incidents or observations are created in the system.
9. Enable incidents and observations to be reviewed, approved, or declined.
10. Notify incident submitters of declined incidents and observations with rejection reason(s).
11. Enable submitters to edit and re-submit reports.
12. Incidents and observation can be downloaded and emailed to internal and external recipients.
13. Save as Draft functionality to save countless hours of lost productivity due to loss of productivity when our internet connectivity is lost, save as draft allows users to save their work and pick up where they left off later.

They were basically looking at having a -

- Cloud based solution allowing for zero-dollar infrastructure and IT staff investment.
- Web based portal that allowed home office users to quickly view and analyze incoming incidents and observations.



PROCESS

After the client discussed their expectations with our product and the technical team, a timeline was planned. We understood the technical requirements and the skill sets required to maintain the application going forward. Based on our experience we came up with a solution that could work faster and could be deployed for web applications as well as for iOS and Android, which eventually reduced development and maintenance efforts and costs. The skill-set needed to develop within the said framework was more readily available and can be used with modern day front-end frameworks.

We delivered a fully customized Preverly to our client within the stipulated timeline to use either via web or mobile platforms iOS or Android, while providing training to the team to use the product.

RESULTS

- Preverly reduced the client's time spent on incident resolution from 3 weeks or greater to 1 week
- Ongoing reporting time reduced from 1-2 hour to 10-15 minutes.
- Quarterly trend reporting time reduced from 6-8 hours to 45 minutes.
- Submissions made on field by drivers and on-field workers increased sixfold.
- Potential incidents reported on time, which led to 3X reduction in on-site accidents and associated medical expenses.
- Helped client* achieve better compliance with Department of Health and Government related reporting requirements.

**Name of the client withheld for privacy reasons*

An incident management software to track, analyze & prevent incidents early, that's Preverly!

Preverly can be customized as per your company's requirements, comes with rich features yet is cost effective.