



Case study Delta SBD Ltd.

Country or Region: Australia
Industry: Mining and Resources

Overview

Customer Profile

Delta SBD provides mining services to the domestic underground coal industry. It provides a diverse range of services, equipment and skills to top tier mining companies.

Business Situation

Prior to the introduction of SCRIM[®], health and safety management was a largely manual process in which incident reports were scanned and emailed and records were managed in Microsoft Office[®] Excel.

Solution

The SCRIM[®] health and safety management system is fully integrated with Delta SBD's Microsoft Active Directory environment for Single Sign On (SSO) and user authentication. SCRIM[®] provides more than 40 health and safety modules which user access through either Microsoft Outlook[®] or their web browser.

Benefits

1. SCRIM[®]'s more than 160 graphs, reports and dashboards provide management with a real time snapshot of key health and safety metrics in the organisation.
2. There has been a significant reduction in the total recordable injury frequency rate.
3. Hours worked per recordable injury have increased by 20%.

A major advantage was SCRIM[®] being based on the Microsoft Office[®] platform. Users were already familiar with Microsoft Office[®] which made it straightforward to implement.[®]

David Roach

General Manager Health, Safety, Environment and Compliance

Business Situation

Delta SBD Limited is an ASX listed company that provides mining services to the Coal Mining Industry. Delta SBD has more than 500 staff servicing top tier clients such as BHP Billiton, Boral, Centennial Coal and Xstrata across multiple sites. With safety a core value for the organisation's rapidly growing number of staff, management decided to automate its Health and Safety processes.

Prior to the introduction of SCRIM[®], Health and Safety Management was a largely manual process in which incident reports were scanned and emailed and records were managed in Microsoft Office[®] Excel. This not only made it hard to manage and track the incident reports but almost impossible to identify trends and create a safety culture working towards continuous improvement.

Actions were manually tracked using Microsoft Office[®] Excel. There was no central system for capturing the outcomes of audits or risk assessments. In a lot of cases, this information was filed on individual laptops or desktops. This created islands of information and presented a huge business risk to the company as keeping this information safe was reliant on disciplines around performing backups to external drives.

The main objectives Delta SBD was seeking to achieve were:

1. Provide management instant visibility on key safety metrics across various parts of the business.
2. The ability to input corrective and preventative actions and track the timely close out of those actions to prevent the (re)occurrence of incidents.
3. Reduce business risk by timely identifying, reporting on and eliminating hazards.

About SCRIM®

SCRIM® is an OHSAS 18001 compliant HSE management system that is seamlessly integrated with Microsoft Office® and based on Microsoft Dynamics®.

SCRIM®'s Microsoft Dynamics® platform is highly scalable and capable of supporting more than 100,000 concurrent users.

SCRIM® is available online as a cloud based system through Windows Azure® as well as on-premise in 41 languages.

For more information about SCRIM®, go to: www.SCRIMSafetyFirst.com.au

About Microsoft Dynamics®

Microsoft Dynamics® is a line of integrated, adaptable business management solutions that enables you and your people to make business decisions with greater confidence.

Microsoft Dynamics® works like familiar Microsoft® software such as Microsoft Office®, which means less of a learning curve for your people, so they can get up and running quickly and focus on what's most important.

Because it is from Microsoft®, it easily works with the systems that your company already has implemented.

By automating and streamlining core business processes, Microsoft Dynamics® brings together people, processes, and technologies, as such increasing the productivity and effectiveness of your business, and helping you drive business success.

For more information about Microsoft Dynamics®, go to: www.microsoft.com/dynamics



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“ We are 100% committed to providing you a **health and safety management system** that meets and fits your business needs. ”

Solution

Delta SBD initially choose to implement SCRIM® in its own data centre and moved to the Windows Azure® cloud for benefits of cost and scale. SCRIM® is fully integrated with the organisation's Microsoft environment for seamless user login and authentication. SCRIM® provides more than 40 Health and Safety modules which user access through either Microsoft Office Outlook® or their web browser.

Benefits

From the individual user's perspective:

1. The system provides one entry point and a structured approach for the management of incidents, investigations and the tracking of the corrective and preventative actions. In most cases this reduced the workload in and around incident and investigation management.

From a business perspective:

2. The system's management dashboards provide management and executives a real time snapshot of all important HSE metrics in our business in only a few mouse clicks.
3. The ability and ease of data mining has allowed us to trend injury data, this has led to the development and introduction of various injury reduction initiatives across the group.

In the financial year after system implementation:

- There has been a significant reduction in the total recordable injury frequency rate
 - Hours worked per recordable injury have increased by 20%
4. The system has eliminated the risk of losing non-centralized data that was previously stored across various locations.
 5. SCRIM® allows us to centrally monitor and implement the risk mitigation measures identified from incident investigations as well as proactive risk management through risk assessments, audits and hazard reporting.

Why SCRIM®

"In my past experience with various safety systems, there have been some real issues with the speed at which the systems operated. This creates two main problems, both the data entry and use of the system becomes very time consuming for the users, and then they become reluctant to use the system for its intended purpose. Besides the functionality of the system, one of the main selection criteria of choosing a system was that it had to operate at desktop speed, SCRIM® does that.

Another advantage is the ability to easily change and customise the system to reflect the individual business activities and functions. This factor, along with the support provided by the SCRIM® consultants in customizing the system to our needs was a major influence in our decision making process. The flexibility of SCRIM®'s Microsoft Dynamics® platform made it possible to easily tailor the system to the way we wanted it to work, and this was accomplished in a very short time frame.

There are many systems and processes that go into a robust health and safety management system that allows our business to continually reduce our employees' exposure to harm. SCRIM® certainly performs an important part in achieving that goal."

David Roach

General Manager Health, Safety, Environment and Compliance