SCRIM® SAFETY FIRST

Case study
Qube Holdings Ltd.

Country or Region: Australia
Industry: Mining, Transport & Logistics

Overview

Customer Profile

Qube Holdings is a diversified logistics and infrastructure company with operating divisions providing logistics services for clients in both import and export cargo supply chains.

Within Qube Holdings, SCRIM® is used by its divisions Qube Ports & Bulk and Qube Logistics.

Qube Ports & Bulk is the pre-eminent provider of wharf-side port logistics and port management services in the Australian region.

Qube Logistics is the largest integrated third party container logistics provider in Australia. The Logistics division has strategically located facilities in all capital city ports and provides road and rail container transport, customs and quarantine services, container parks, intermodal terminals, warehousing and international freight forwarding.

Business Situation

Incident reporting was done in a bespoke, custom built system for a period of 4 years. The system was good for smaller businesses but did not cater for growth due to its limited reporting, event notification and customisation capabilities.

Solution

Qube chose to implement SCRIM® in its Data Centre. The system integrates seamlessly with the organisation's Microsoft SharePoint® system for document and quality management and Active Directory for Single Sign On and user authentication.

Benefits

1. SCRIM® greatly improved visibility and transparency on health and safety processes.
2. The system improved the accuracy of health and safety information.
3. Automated system notifications ensure people are notified soon as required.

> SCRIM®'s seamless integration with Microsoft Office® and its extensive suite of health and safety modules, make it a very comprehensive system to use.

Belinda Flynn
General Manager Health, Safety and Environment, Qube Holdings Limited

Business Situation

Before SCRIM® incident reporting was done in a bespoke, custom built system for a period of 4 years. The system did not cater for growth due to its limited reporting, event notification and customisation capabilities.

With the organisation rapidly growing and expanding into new markets there was an immediate need for a scalable enterprise grade system. The new system would need to automatically integrate with the organisation's existing IT infrastructure for user access management and Single Sign On.

Qube's key selection criteria for the new system were:

1. Powerful and end user friendly reporting and analytical capabilities.
2. Secure organisation wide visibility on key health and safety reporting metrics.
3. Compliance with the international and Australian standards for health and safety reporting, OHSAS 18001 and AS/NZS 4801:2012.

Solution

Qube chose to implement Microsoft Dynamics® based health and safety management system SCRIM® in its Australian data centre.

The majority of the organisations' staff and contractors use their smartphones and tablets to report through SCRIM® on Inspections, Hazards, Incidents, Incident Investigations and Corrective Actions whilst on the road or on client site.

Health and safety staff use a combination of iPads, Microsoft Surface and laptop computers to access the system. The SCRIM® mobile applications provide offline data access in areas with limited to no network coverage.

Microsoft Dynamics CRM

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**

SCRIM®
SAFETY FIRST

> " I love how the system automatically notifies me of what happened, because now I can sign in and check the event and the security camera footage to find out what happened. "

Benefits

SCRIM® brought many benefits to the organisation and in doing so raised awareness on the importance of health and safety through all layers of the organisation . The benefits that stood out are:

1. SCRIM® greatly improved visibility and transparency on health and safety processes and made the system a key component of our business planning and dealings with clients.

2. The system improved the accuracy of health and safety information. SCRIM®'s embedded workflow framework quickly steps a worker through the reporting process. This reduces in-depth training on compliance information which is a major time saver for the organisation.

3. Automated system notifications ensure people are notified soon as required. *'I love how the system automatically notifies me of what happened'.*

Key Learning Outcomes

Implementing a health and safety management system does not start *after* the system has been selected, it begins *before* the selection has even started. The following criteria are not a guarantee for success, however, NOT including them may prove to be a recipe for disaster.

1. In order to be able to demonstrate success, one needs to set clear objectives and articulate what the expected outcomes are from the system.

2. Involve the IT department and staff in the selection process at the very start of the project as it will pay off during system rollout and adoption.

3. Keep the system simple and do not overcomplicate the process.

Why SCRIM®

In selecting our health and safety system we evaluated nine systems which we each scored on compliance, ease of use and access, reporting and analytical capabilities, and adaptability to the processes of the organisation. In comparing systems we shortlisted 3 systems which we tested on the aforementioned criteria. We selected SCRIM® because of its ease of use and its powerful reporting and analytical capabilities.

SCRIM® being based on Microsoft Dynamics and its seamless integration with Microsoft Office® was the main decisive factor. Users were already familiar with Microsoft Office,® which significantly reduced our costs of system training, end user adoption and support.