SHE
Health & Safety Software

When it comes to health & safety software

SHE KNOWS HOW

Your guide to investing in health & safety software

Effective Health and Safety Management is Good Business

OSHA requires a safe workplace

OSHA defines and enforces regulations designed to provide Americans with a safe working environment. These regulations include the proper record keeping of workplace injuries. Failure to comply with OSHA regulations can result in costly fines and jail time.

Compliance helps businesses perform better

A "compliance" culture means having things under control - whether operations, quality or health and safety – and if you get it right in one area it spreads. Having things under control eliminates hidden costs: redundant actions, rework, management intervention and reporting.

Good Safety Management Saves Money

Fewer accidents

Accidents carry **direct costs**: employees take time off; equipment gets damaged; business is disrupted by shut downs; claims are made; OSHA fines are assessed.

Accidents also carry large **indirect costs**: resources diverted to incident investigation and managing claims; damage to reputation; impact on morale; high personal costs of emotional stress.

A good safety management process reduces the number of accidents by helping mitigate your risks; maintaining assets; training your staff; and monitoring trends (for every observed accident, there are 10 near misses and 100 unsafe acts and acting on these can prevent real accidents).

Lawsuit defense

All workplaces are open to injury related lawsuits. A software driven safety management system allows you to capture all of your incident investigation information so you have it at your fingertips if needed to defend against a lawsuit. A manual process can result in incomplete or incorrect information greatly increasing the chances of you losing a lawsuit.

Lower insurance costs

Each of these reduces insurance premiums, providing you with hard savings.

Lower administration costs

A poor system adds administrative burden: re-entering data; reworking incorrect records; searching for information; updating documents; manual reporting; chasing actions.

These issues mostly waste the time of health and safety professionals but they also affect employees, supervisors and senior managers.

A well implemented health and safety management process helps to reduce all of these avoidable costs. The next section looks at how a software solution supports that process.

The Role of Software

Whether your aim is simply to be legally compliant and to achieve more efficient operations, or to have fewer and less impactful accidents, software is a vital part of your Health and Safety solution in order to address the challenges of:

Managing large volumes of data

- Risk assessments
- Incident reports
- People and training records
- Audits
- Asset histories
- Contractor records
- and more ...

Linking different datasets, so that if an incident occurs, you can see

- Was there a risk assessment for that activity?
- Who was involved and were they trained?
- Had asset maintenance been carried out?
- Were any contractors involved qualified?
- Had appropriate audits been carried out?

Sharing data so that

- People can access information relevant to their day to day tasks
- Management information is available across the business
- You can manage actions: assigning, tracking, escalating and demonstrate completion

Analyzing data for trend analysis

At a more proactive level you will want to mine your data for trends so as to implement preventative measures.

It is very difficult to do all this reliably in any organization with more than a few employees without the help of specifically designed software. To see why this is the case, let's look at the other options:

The Alternatives

Paper based systems (supported by Excel spreadsheets and/or Access databases)

The question is not whether these can capture and store the information you need - they can if well designed. The problem is that, for all but the very smallest of organizations, you can never be sure if they are complete and up to date: you only find out when you struggle to assemble data on an incident across multiple sources at a time of crisis. Such systems also, of course, become very time consuming to administer, with separate procedures to capture information, store it, manage follow up actions and generate reports.

Internal IT systems

It is true that most IT departments can design a basic system to capture the main data you need. However you will certainly miss out on wider functionality required to deliver all the benefits described above; you will not enjoy a system designed by health and safety experts and refined by the comments of hundreds of customers; and you may struggle to keep your system up to date.

ERP solutions.

The use of ERP "solutions" for health and safety has the potential to minimize the number of IT systems and eliminate potential problems such as data duplication (although this can be solved by suitable interfaces). However, the health and safety capability of these systems is strictly limited and certainly does not offer the functionality, flexibility and support of a specialist system.

Why Assure?

Most organizations implementing new Health and Safety Software do so to make an existing process work more:

- Easily – to ensure that the process is embedded
- Reliably – to improve safety and demonstrate compliance
- Efficiently – to reduce cost

Key considerations are therefore that the software is:

- A complete and comfortable fit to your technical, process and information needs
- Easy to use

In buying software, though, you are investing in a solution to support your business for the long term. As a company we see our role as your expert partner in safety management, so Assure excels in terms of being:

- Flexible to support changes in your processes
- Kept up to date with latest technology and safety standards
- Supported by friendly experts skilled not just in technology but also in safety and in your industry

Assure is:

The right technical fit

Assure combines complete out of the box health and safety functionality (allowing you to be up and running immediately) with an exceptional level of configurability - of forms, organization, permissions, reports, dashboards, etc. This meets all but the most specialized custom requirements and satisfies 99% of customers.

Software that gets adopted

SHE Software is trusted by over 850 global organizations with half a million users.

Easy to use. We designed our software with the user in mind, combining an intuitive consumer style interface with a corporate strength backbone. As a result, our products meet business requirements while being straightforward and intuitive to use - not just by experts but by your organization at large.

With excellent support. Our customers prize us for our expert and friendly support both at initial implementation and on an ongoing basis. 95% renew every year. We have a proven implementation approach that ensures our software is configured to your process and we work with you in a straightforward honest style.

Successful implementation and reliable adoption removes one of the key risks of software investment – if it doesn't get used it doesn't add value.

A solution for the long term

We support your growth. Each Assure module works standalone, but integrates powerfully with others to provide you with a complete solution. The high levels of functionality and configurability enable you to match the solution to your needs now and as they evolve. Therefore, as you grow, you can be sure that you have chosen a solution that grows with you.

We keep our solution up to date. You automatically benefit from product improvement with updates to your hosted solution happening regularly and behind the scenes. Assure has evolved over a period of 19 years guided by our dialogue with experts across our customer base and User Group. We constantly update our solution to meet latest regulations, add new features and take advantage of useful changes in technology. We drive relentlessly to make our software even easier to use.

Some SHE principles

At SHE we have a particular philosophy towards software. This is the way we do it because we think it works best but there are other approaches.

We include lots of functionality in our software but use clever design to keep the user experience simple. There are easy to use systems that might be cheaper but suffer from limited functionality therefore have limited future capability. Equally there are other systems almost as highly functional as ours, but these are less intuitive and take time to learn.

We focus on configurability rather than customized solutions. This means that we are able to work with a single version of our software, making maintenance simpler and cheaper and the software more robust and reliable. It also means that our software can be reconfigured - by you, with support from us if required - to meet your changing needs. This eliminates the need for the expensive future upgrades.

Finally, our hosted ("cloud based") solution means our software is available via any web enabled device including phones and tablets and allows us to provide maintenance and upgrades regularly and behind the scenes with no action required by users.

Here is how Assure compares to the alternatives:

	Paper based*	Internal IT	Basic Systems	Customized Solutions	ERP Systems	SHE Software
Adaptable to your process	Yes	Maybe	No	Yes	No	Yes
Full function set (action tracking, etc.)	No	No	No	Yes	No	Yes
Provides integration across datasets	No	No	No	Yes	Yes	Yes
Out of the box; fast to implement	No	No	Yes	No	No	Yes
Easy to use	Maybe	Maybe	Yes	No	No	Yes
Updated to latest regulation	No	No	Maybe	No	No	Yes
Continuously improved	No	No	Maybe	At a cost	No	Yes
Adapts to future needs	At a cost	At a cost	No	At a cost	No	Yes
Supported by health and safety experts	[you]	No	Maybe	Maybe	No	Yes

* Potentially supplemented by Excel or Access

We don't always promise to be the cheapest up front - but we do offer a highly competitive total cost of ownership over the full life of the product when all factors are taken into consideration.

What our customers say

Excellent customer service...

*"We've been very pleased with the team at SHE Software in helping make sure the system **provides what we need** as a business. I would have no issues whatsoever in recommending SHE Software. They have delivered and continue to deliver, **first class customer service.**"*

Janice McCann, Group Health and Safety, Forth Ports Ltd

Reduce time to prepare reports...

*""We needed to replace our paper based systems in use across our multiple sites – each site was using different forms there was a real **lack of visibility** across the college. With no uniformity of safety data it took **3 days** to produce a manual management safety report.*

*Now, with SHE Software, I've **reduced the time** spent to review and communicate risk assessments from 600 hours (16 weeks) per annum to 79 hours."*

Tuesday Hanley, Health and Safety Manager, Stoke on Trent College

Facilitate Collaboration...

*"Vehicle incidents have **significantly decreased**. We have a large number of vehicles on the road and this carries significant risk. Using SHE Software we were able to **easily identify our most 'at-risk'** drivers. Previously, when this was paper based, it took a lot of time.*

*Following this exercise with the SHE Software, we implemented a system of training for all of our refuse crews resulting in an **80% decrease in vehicle accidents**. This figure was so big I had to go back and double check it! Subsequently, by demonstrating the system and these results, we have **reduced our insurance premiums**."*

Stuart Mann – Health, Safety & Insurance Risk Manager, Spelthorne Borough

Improve monitoring and tracking of progress...

"Be aware that managers are not likely to be enamoured with this system as the action manager will highlight non progress of actions instantly.

If you want to improve your safety management in the long term then this a system which will help you.

*I have **already recommended SHE Software** to another council and a college"*

Karl Mills – Health & Safety Manager, Walsall Metropolitan Borough Council

Reduce time to upload and review...

*"From a time saving point of view entering and reviewing records at the touch of a button is **invaluable**.*

*Since implementing the SHE solution, safety information and data management is **so much easier**. We wanted a system that allowed us to collate and monitor **real time** events and we certainly have achieved it."*

Garry Weatherhead– Group Environmental Health Manager, Palmer & Harvey