



Customer Case Study

These are designed to help you understand how real business issues are solved by implementing our health and safety software systems and illustrate some of the practical challenges customers faced. Each of the following case studies looks at challenges prior to SHE® being introduced, reasons for choosing our system, how those challenges were solved and evidence to substantiate the claims.



Dalkia provides outsourced services including facilities & energy management. Operating for 40 years and employing around 3,500 staff, they serve more than 55,000

clients spanning the commercial, industry, retail, healthcare and public sectors.

1. Before buying SHE, what specific situation was identified, how was it identified and what problems or pain did it cause either you or the company?

Following a major review of risk assessment systems, we developed a Microsoft Word based system.

This new format was a more meaningful risk assessment tool but its use was severely limited due to its restricted accessibility to our operational staff.

It was clear that although the new format was a significant improvement, it was not being used by everyone who needed it.

2. Why did you pick a solution from SHE Software?

We approached SHE Software to supplement their health and safety management system with our specific requirements.

This ensured no high development costs for custom software as bespoke software was not required.

We worked closely with the development team to deliver a risk assessment tool that satisfied the HSE guidance on "5 steps to risk assessment" requirements.

3. How has the problem identified been solved and can this be substantiated?

The new risk assessment tool actively helps us protect our employees and business, comply with legislation and satisfying the requirements as prescribed by the HSE.

Multiple versions of risk assessments are no longer an issue, they are now available to all employees, online 24/7 in a single place.

With full action tracking and automated email escalation as part of the system we can ensure compliance with our policies and procedures.