



## 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.



Scottish Power is an international energy company, made up of EnergyNetworks, Energy Retail, Energy Wholesale (UK) and PPM Energy (US).

### 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?

Historically, each operational area and each local office ran their own health and safety management system, which could only be accessed by the individual responsible.

In addition, each site used a different type of reporting system, ranging from Microsoft Access databases & Excel spreadsheets, to a simple paper-based process.

A business wide solution was required to combine all the individual systems, creating a uniform process for reporting, that could be used by all.

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

After evaluating various options, SHE Software was chosen as the health and safety management system that would most satisfy our requirements. One of the main reasons for selecting SHE Software was due to the fact that it was an "off the shelf" solution.

This significantly reduced the amount of time required to go live with the system compared to writing and developing a new specification or working with a less developed package. Most of the necessary functionality was already in place within the standard package, and SHE were able to further configure the software to suit the division's needs.

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

The introduction of the SHE system created a structured way in which all health & safety information was collated, and communicated throughout the company.

Reporting times have been reduced and accuracy has improved. Analysis is also quicker and easier thanks to the built-in management reports.

The key benefits we have seen are:

- User friendly & intuitive system
- Regular timely updates
- Excellent customer support & service
- Many users can access improving efficiency