



Case Study

# Building Community Around Safety with Sila Services

**Industry**

Heating, Cooling,  
Plumbing, Electrical

**Employees**

1,000+

**Customer since**

2021

Protecting lone workers poses a unique challenge, given their vulnerability to workplace hazards without direct supervision or immediate colleague support.

For Sila Services, a company with over 1,000 engineers, technicians and system designers operating independently across the Northeast, Mid-Atlantic and Midwest United States, addressing this challenge has been instrumental in their safety success. Sila Services distinguishes itself from other organizations in North America by not only prioritizing safety but also using it as a recruitment tool for new employees.

In 2021, the company adopted Evotix's software solution to address their safety challenges. Within nine months, Sila Services had replaced their pen-and-paper program with an efficient solution, transforming key functions like incident reporting, risk assessments, inspections, training and more. Evotix's software has also fostered a supportive safety community, a rarity among teams of lone workers.

Evotix has played a pivotal role in keeping Sila Services at the forefront of safety in their industry.

# Day-to-Day Challenges

Sila Services' employees provide a range of services including repairing, installing and maintaining heating and cooling systems, water heaters, plumbing systems and electrical components in private residences. As a result, the majority of the organization's employees spend their days traveling between and working in homes.

Sila Services' workforce faces diverse safety challenges, including frequent incidents like cuts from handling sharp-edged machinery, the risk of not reapplying PPE when removed, road hazards while driving to customer locations, potential falls when working at heights and electrical risks associated with HVAC systems and related equipment.

In addition to the heightened risks involved in working and traveling independently, this made it difficult for Sila Services' safety team to engage with employees.

Ryan Costello, Director of Risk and Safety at Sila Services, reports:



99% of our employees are never in an office. Service and installation techs generally go from their home to their first job site.

They're interacting with their regional office via tablet or phone. So, the question is, how do you have a meaningful interaction with someone who's working alone?

## Before Evotix

Sila Services relied on a slow pen-and-paper incident reporting system, prone to delays and data loss. They sought a faster, more interactive and collaborative approach, allowing employees to easily contribute their suggestions and feedback to the safety process.

As a company experiencing significant growth through acquisitions and sales, Sila recognized the need for an updated software solution to enhance its health and safety management practices.

Achieving this goal would align with Sila Services' strong commitment to improve safety while accommodating their expanding workforce.



# Sila Services Software Criteria:

## Customizable.

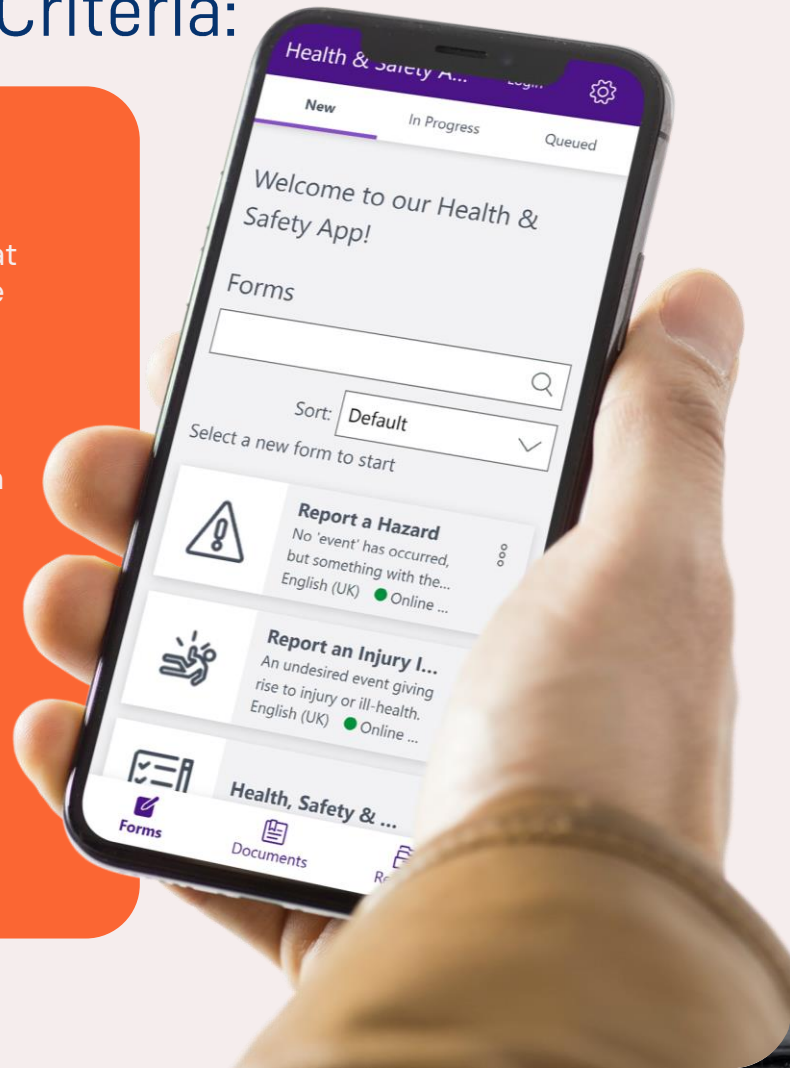
Sila Services wanted a software solution that could be quickly and easily altered to fit the company's needs.

## Mobile-first.

Sila Services' safety team wanted a solution that would perform smoothly on the mobile devices employees were already using.

## Simple.

Sila Services' safety team understood the need for a simple, straightforward system to drive employee engagement and accurate data collection.



# With Evotix

Having selected Evotix's software in 2021, Sila Services' safety team saw value within six weeks of implementation.

In this first phase, Sila Services launched the incident and hazard reporting modules and began work on the training, risk and inspections modules. Evotix's flexibility and customer service, Costello says, were a key part of what made the implementation process a success:



It was a pretty aggressive schedule, but it was the easiest software implementation I've ever done

Sila Services had an immediate need for the Incident Reporting and Hazard Reporting modules and wanted to implement the solution's modules separately.

With Evotix's help, the company was able to roll out the modules one after another, beginning with Incident Reporting, Hazard Reporting and Learn, Evotix's training module. The rollouts for the Risk Assessment and Inspection modules are in progress.



**Being able to have each incremental piece build on one another was a huge plus for us,** Costello says. "It made everything easier, and it got workers interested because they wanted to see what was next. That flexibility made everything smoother."

Beyond an interest in upcoming changes, the general response from employees has also been positive, Costello reports. "I was talking to one of our safety champions—every site has a Safety Champion in charge of administration—and he said everyone's impressed with how quick and easy it is to use."



# The Outcome

## Transforming Incident Reporting

Before Evotix, workers relied on the pen-and-paper system to report incidents, which made it difficult to record accurate information.

To solve this problem, Sila Services printed QR codes linked to Evotix's mobile app and posted them in the company's vans.



Now, if something happens—an incident, first aid, a near miss, anything—workers can scan the QR code, get to the portal, and it takes them thirty seconds or less to fill out a report,” Costello says.

**“That was our goal, thirty seconds or less—because if it took longer than that, we’d lose critical information.”**

**Sila has also linked the incident reporting module to the company's insurance provider.**

When a significant report comes in, Sila Services' insurance company can also access it and coordinate with the company to discuss strategies.

Having simplified the reporting process, Costello reports, the safety team has witnessed an outstanding increase in reporting:



**We've had a massive uptick in reports.** I get every first aid incident, I get near miss reporting—things I never got before because there was no means to do that.



## Building Community Around Safety

In an organization built on mostly lone workers, creating community around safety proved difficult.

But Evotix's mobile app and training platform, Learn, facilitated conversations around safety – which was vital for an organization like Sila Services where employees feel passionately about safety.



“Our workers are from sites hundreds of miles apart, and now they have an online community where they can share safety data. It gave them a space to share their thoughts,”

Costello says. “We’ve seen so much more engagement. We had one training video on heat stress with over 200 comments. Without a system like this, that’s not possible.”



## Flexibility and Customization

Beyond the flexibility in the system's implementation, Costello says, the solution allowed for extensive customization without the need to wait for Evotix to make the changes.

Some of these customizations included simplifying the language by removing several fields, Costello reports. They also were able to use their branding consistently across the solution, implementing their logo, colors and fonts.



"Those little bits of polish on it—people noticed right away," Costello reports.

**"Now we have consistent branding throughout,** and the flexibility of the system means that we can incorporate that internal branding very easily."

In the future, Costello says, **Sila Services hopes to focus on promoting hazard reporting.**

"I want people to get comfortable with that tool," he says. "That's how we're going to get better—identifying and remediating hazards that the folks in the field have to deal with every day."

Sila Services also hopes to feature more employees in training modules. "We want them sharing best practices, advice, stories," Costello says.

## To date, Evotix has helped Sila Services to:

- ✓ Discard their pen-and-paper reporting system and replace it with an instant mobile reporting system.
- ✓ Boost employee engagement and create a thriving, centralized community around safety.
- ✓ Simplify the reporting process, making it easier for workers to submit accurate reports on the spot.
- ✓ Roll out each of the solution's modules one by one as and when needed.
- ✓ Minimize the time employees spent in safety meetings by communicating safety information and providing training via Evotix's Learn module.

He's confident that Evotix's configurability will enable them to tailor the company's training modules to their specific needs.

Evotix's agile, flexible software has enabled the company to make substantial changes in just nine months. Having used the system to establish an effective safety program, improve worker training and foster a supportive, interactive safety community, Sila Services has nurtured a culture of camaraderie rarely found among lone workers.

## Contact Us

To learn more how organizations can support lone workers, visit our blog, **Keep Your Lone Workers Safe With These 6 Key Steps.**





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# Let's chat

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Our Evotix team is passionate about applying market leading technology to create safer, smarter workplaces, partnering with organizations that value people's safety, communities and the planet.

As safety professionals and long-term leaders in the Verdantix EHS Green Quadrant, our deep and practical insight addresses your evolving needs, helping you achieve your health, safety and sustainability goals.

**Evotix: your all-around partner for the journey.**

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