

Case Study



# East Suffolk Services

Industry

Local Services

Customer since

2024

East Suffolk Services Ltd was established by East Suffolk Council in July 2023 to take over managing frontline services, moving away from outsourcing to gain better control over service delivery. With over 450 employees, East Suffolk Services handles a variety of operations including grave digging, grounds maintenance, CCTV and home alarm monitoring, fleet management and street cleaning.

Given the diverse and varied risks across their operations, East Suffolk Services needed a safety solution that could mitigate these risks effectively and operate in any environment.

Director of Development and Change, Pete Coley, had worked with Evox before and was aware of the substantial benefits and adaptability the system could offer.

# Day-to-Day Challenges



## Manual Record-keeping

The 450 employees at East Suffolk Services relied on pen and paper to document incidents. This manual process made it nearly impossible to maintain business continuity in safety processes, leading to a lack of oversight of hazards and near misses across various sites, preventing a proactive approach to safety.



## Gap in Staff Training Records

The biggest challenge was the inconsistency in training records. Each location had autonomy over creating and storing its own training records. Some areas maintained excellent records, while others had deficiencies, leading to significant gaps. Implementing a system like Evotix was crucial for standardizing training processes and ensuring consistency across all areas.



## Diverse Risks

With a fleet of 160 vehicles and dangerous tasks such as grave digging and welding, East Suffolk Services needed a solution that could streamline risk assessments and mitigate varied risks efficiently.



## Lack of Engagement

Existing procedures were cumbersome and led to low compliance among staff. Processes were difficult and labor-intensive, discouraging staff from reporting incidents and fostering a culture that tolerated unnecessary risks.

## The Journey

**When evaluating other EHS&S solutions, the team at East Suffolk Services found that many systems were site-specific.** Given their diverse risks across multiple locations, they needed a system adaptable to various safety scenarios.

They also required quick, easy reporting on accidents and near misses and an intuitive front end for easy employee adoption. To drive a cultural change around safety, they sought a system accessible via mobile devices to embed safety into daily operations.





# Finding Evotix

Despite working with Evotix in the past, Pete Coley was determined to explore a range of EHS&S systems to ensure the best fit for East Suffolk Services.

The search for a new health and safety solution was a diligent, multi-stage process. First, Coley meticulously outlined East Suffolk Services' specifications and requirements. Its top priority was a system that could track the complete training journey of each employee. After evaluating top market leaders, only Evotix met the criteria for a health and safety system with comprehensive training insights.

From here, Coley conducted thorough testing to ensure the software's quality hadn't diminished since his last encounter. Instead, he found that Evotix had evolved.



"To have that idea of **continuous improvement** within your relationship with your software provider is **really nice**" Coley said.

Evotix's exceptional customer service also stood out. Opting for a phased approach to implementation, the team quickly set up the People module, allowing East Suffolk Services to immediately upload training records and identify gaps. The resulting data and insights helped managers track these gaps and focus training efforts.

Another key factor in choosing Evotix was the ability to customize the system to fit the business' diverse needs. This flexibility was crucial for accountability, especially as staff adapted to a new culture emphasizing proactive reporting. Evotix's task management features, such as alerts to prompt staff action, were essential in embedding safety into operations.



## With Evotix

Although East Suffolk Services is still in the early stages of its journey with Evotix, they have already observed several immediate benefits.



## Shifting to a proactive approach

**The most significant change Coley envisions will be a more proactive approach to safety.**

With comprehensive oversight, the team can easily identify patterns and trends. This investment demonstrates a stronger commitment to employee well-being, positively impacting morale and productivity.



“We’ve started looking at horizon scanning, too, which we think could have an impact across every element of what we do”

**Coley added.**

## Goals for the Future

The adaptability of the system ensures that the team doesn’t have to compromise its standards to fit a one-size-fits-all solution.



“I knew how adaptable Evotix was, so I was confident that it would do what we need it to do”

**Coley said.**

# Ongoing Support

Coley emphasized the importance of ongoing communication with Evox. His positive experiences included continuous interactions with the technical team, which enhanced the implementation process.



“Those sorts of relationships where you sign the contract and give a load of cash and then it all slows down, it doesn’t happen like that with Evox.”

Coley noted a real drive from both sides to get the system up and running. The relationship operates like a partnership, with Evox listening to the team’s feedback and tweaking the system for them where required. Evox consistently went above and beyond, even when it came to integrating incredibly complicated legal requirements into the compliance system at his previous company.



“It was a complicated journey for both Evox and us at the time, but at no point did anyone say it would be too complicated. Every time we hit a hurdle, they’d say ‘we’ll try and tweak it here.’”

## Advice for new customers

Evox hosts regular forums, where customers are invited to interact with other safety professionals and strengthen their relationship with the Evox team. Coley recommends attending these forums to understand the system’s versatility and effectiveness.



“It’s really helpful to see all the different ways other people are using it, and you can also see the results of what they’re doing,” he said.

Coley also recommends leaning into the partnership with Evox. His positive relationship with Evox’s support team significantly enhanced his experience.

Regular check-ins and open communication are crucial for maximizing the system’s benefits. Coley emphasized the value of Evox’s active involvement in health and safety awards, which reinforced his confidence in their capabilities.



“It shows that not only can they deliver at scale, but you’re also not just a number to them – which is really important.”

Coley’s experience suggests that prospective customers should be open to ongoing dialogue with Evox to fully leverage their commitment to a long-term partnership and to ensure the system keeps meeting their specific needs.



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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 organisations 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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