

Case Study

Global Excellence: Standardizing Safety Across Borders MedservRegis



Industry

Integrated Marine
Logistics

Employees

850

Customer since

2022

MedservRegis is a global leader in the provision of integrated logistics facilities, providing services to the Energy and Mining sectors.

MedservRegis also provides specialized services, equipment and procurement solutions to energy, drilling, mining and heavy industry-related companies worldwide.

Day-to-Day Challenges

With a strong presence in 12 countries across four continents, MedservRegis deals with high levels of complexity and continuous growth within the organization.

Within an eight-year period, MedservRegis expanded from operating in Malta and Libya to a portfolio of fourteen countries with potential expansion of a further six countries. This created the need for a management system to meet the ever-growing team and workload.

Following the aftermath of COVID-19, with a new management team and consistent growth across the company, it became clear that MedservRegis needed to either employ an administrative EHS assistant for each business unit or look for an external system that could provide standardization and efficiency across the entire organization.



Our higher management has been very impressed with what we've achieved with Evotix so far."

George Douglas
Chief HSSEQ Officer
for MedservRegis.



Goals

With MedservRegis spread across a vast network of cultures, groups and languages, it was essential to bring in a system that could work equally well for all members and areas.

Operating across the globe, in countries such as Uganda, Trinidad & Tobago and Mozambique (to name a few) implementing a strong HSEQ system proved vital for both efficiency and reputational trust.

Medserv was on the lookout for a flexible, in-field tool that could be used independently by the HSSEQ team without placing further workload on the Group IT Department and a system with the majority of ownership by the HSSEQ Department.

Due to the nature of their work, the organization required a tool that could support a degree of self-configuration, without worrying about extra cost.



Why Evotix

After looking at a range of other HSE options, MedservRegis ultimately opted for Evotix, citing its flexibility as the decisive factor in their choice.

Such high levels of flexibility meant the potential of cost saving over a five-year span and the prospect of pioneering new HSE initiatives without IT reliance.

The opportunity to add additional modules and make customizations meant MedservRegis could remain flexible and responsive in response to new business challenges and opportunities and remain a trusted and safe logistics provider for their clients.



In a company this big, with the number of processes and standards in place across the amount of types of operating sites, it's very rare to see such excellent EHS organization."

Simon Kemmett, Regional HSSEQ Manager

The Process

Frequently praised for its excellent processes, MedservRegis was reluctant to change current systems, mindful of avoiding disruptions for their clients.

With Evotix, MedservRegis was able to setup the system to preserve their existing procedures, changing little about their day-to-day actions. Instead of uprooting systems and introducing unfamiliar processes, Evotix focused on streamlining MedservRegis's day-to-day procedures.

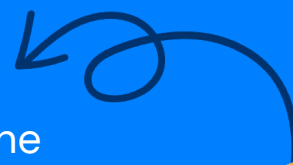
Since first partnering with Evotix, MedservRegis has added seven core modules across the organization and more are being added as and when needed.

Evotix worked closely with MedservRegis during implementation, ensuring a smooth onboarding process. Before completion, Evotix and Medserv tested the system in two sites before gradually rolling out the system across all business units.



I've not had to change a single procedure, the system works seamlessly within our current setup. Testing at the two sites went extremely well. Our people simply dropped the pen and paper and picked up the iPad and went from there."

Joanne Mifsud, MedservRegis Group HSSEQ System Administrator



With Evotix

Increased engagement

With the simplicity and user-friendliness offered by Evotix, MedservRegis was able to engage workers of all backgrounds and cultures.

MedservRegis reports that even employees with **very limited technology exposure** were easily able to take to the system.

All sites have been translated to a variety of local dialects and roll-out has been impressively stress-free for employees and higher management alike.

Buy-in from the executive team as well as local support has been fundamental for establishing this engagement, along with quality time spent with local champions to strengthen comprehension.

With Evotix, both customers and employees are engaged. Customers can now be part of the permit process, allowing them to review and provide feedback.

By adding customers to the system, they are able to receive automatic notifications, making communication of the control of work process clear and concise.

Time savings

The use of a streamlined platform has taken away the administrative burden and provided efficiency across all areas.

HSE is no longer an administrative heavy process with easy downloading and reporting processes for a quick turnaround time. Everything is captured and stored in one location, negating the possibility of data loss.

Prior to Evotix, MedservRegis HSE managers reported 3-4 days monthly spent on reporting. This is now achieved within half a day with the help of Evotix. Incident investigations have also significantly improved in efficiency.



Each observation report could take up to 45 minutes and we had 9,000 last year.

Now, with a phone, we can do the entire process quickly, in one place in 6 minutes.

A massive improvement in efficiency."

George Douglas



Centralized and visible data

Before adopting Evotix, MedservRegis relied on cumbersome spreadsheets to compile, organize and deliver data. This led to error-prone searches for specific information by HSE officials.

With Evotix's software, specific data points, such as hours worked versus incident rates, can now be easily accessed in one centralized location.



Instead of juggling emails, spreadsheets and paper records, materials and logistics managers can now conduct inspections, document findings with accompanying photo evidence, and immediately email reports for review and modification. This seamless workflow creates a reliable audit trail for actions and validation evidence.

MedservRegis' previous system was cumbersome and time-consuming. Now, all HSE-related information is accessible via mobile devices, allowing for real-time capture and effortless retrieval.



Positive reputational impact

Since adopting Evotix, feedback from clients has remained consistently positive. This new system has increased actioned close-outs and while the health and safety culture has always been good, it has improved overall HSEQ protocol and has helped consistently protect the company.

Now, MedservRegis has demonstratable commitment to EHSQ processes and standards, providing the highest quality health and safety experience to their customers.

Having readily accessible EHS information, in one easy-to-navigate platform, has helped Medserv's relationship with new and existing clients. Clients can complete a form to verify they are adhering to HSEQ standards, proving actions are effective.

Whether initiating a new contract or renewing a plan, the team can offer additional personalized, user-friendly forms to actively involve clients in EHS, allowing them to steer the process according to their preferences.

The Future With Evotix

MedservRegis is constantly setting itself new goals and achievements. This year Evotix has helped Medserv achieve its sustainability goal, by diminishing paper use by 53% in comparison to 2022.

In addition to this, 2023 was the year in which MedservRegis became ISO certified. Both achievements they credit to the support received from Evotix.

With the help of Evotix's software, MedservRegis hopes to continue to change its EHS processes for the better, adapting them to their continuous expansion.

Most importantly, the system surpasses significant cultural differences. With one integrated system at play, the group can feel more cohesive, from workers in Mozambique to Cyprus, MedservRegis is keeping itself and their clients safe with Evotix as its HSE platform provider.

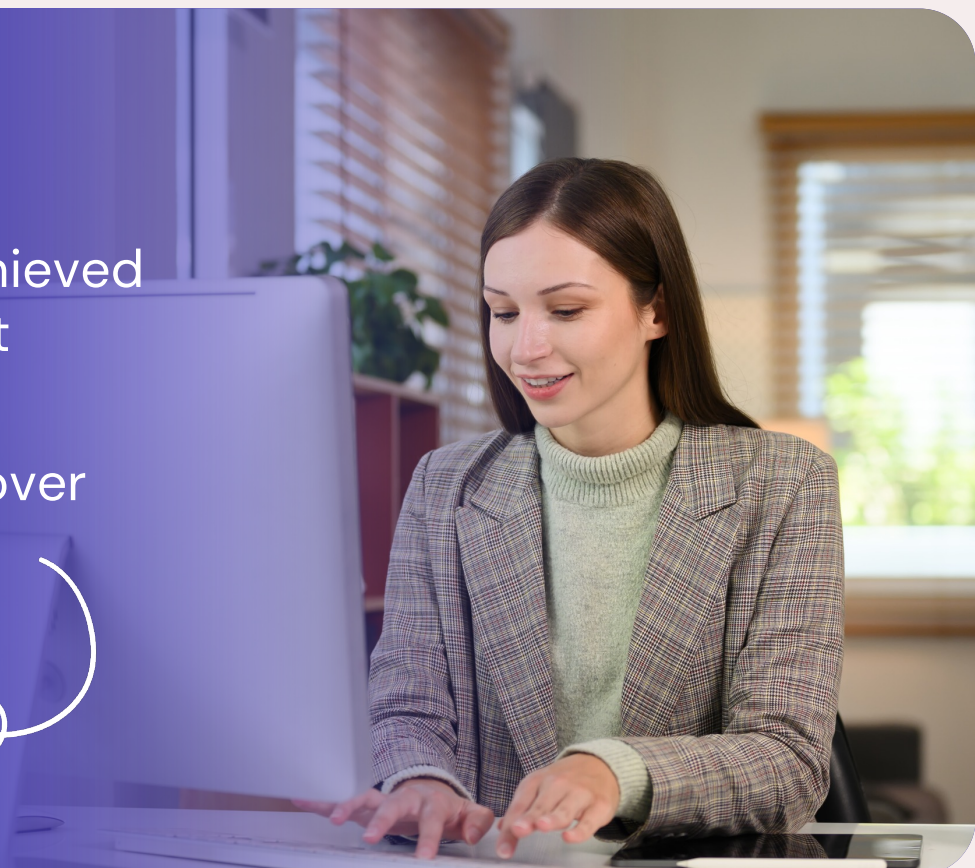
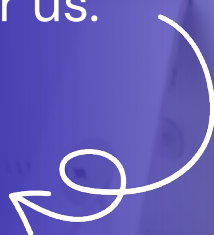


“

I feel like we've achieved a lot in a very short period of time.

There are wins all over the system for us.”

George Douglas





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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.

EVOTIX

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