EVOTIX

NetworkRail

Case Study

Network Rail's
Safety Transformation
with Evotix

Industry	Customer since
Transportation	**2018**

Network Rail, a leading force in the transportation industry, undertakes the responsibility of owning, repairing and developing railway infrastructure spanning vast regions of England, Scotland and Wales. Overseeing a network of 20,000 miles of track and over 30,000 bridges, tunnels and viaducts poses inherent challenges in ensuring the safety and well-being of employees, contractors and the general public.

Network Rail operates through devolved route businesses, each responsible for operations, maintenance and minor renewals to ensure a safe and reliable railway for passengers. The localized safety processes across these routes demanded a safety solution that was not only flexible but also capable of systemizing safety, facilitating easy access to insights for the central safety team.

Day-to-Day
Challenges

Managing railway infrastructure is a big job. It involves looking after huge, old networks that stretch across the whole country.

Some parts have electricity running through them, which can be dangerous for staff working with trains. Plus, many Network Rail employees operate heavy machinery. Ensuring the safety of both employees and the public is paramount.
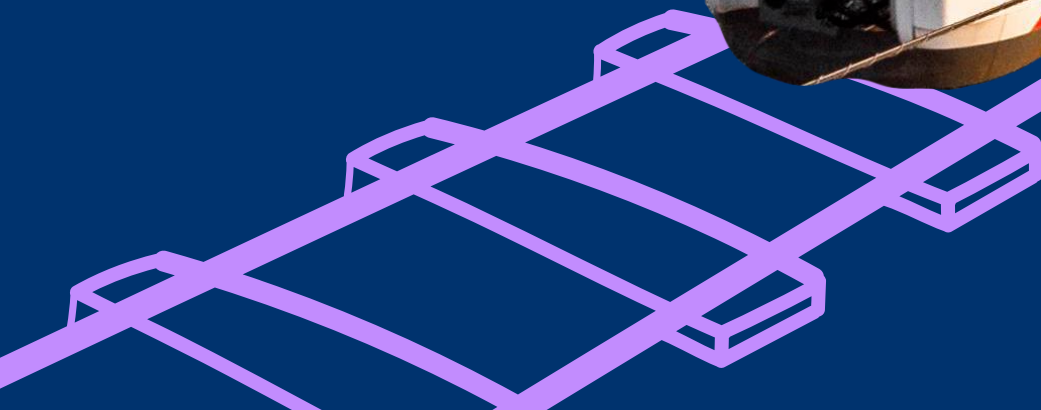
As a government funded entity, Network Rail operates under scrutiny regarding resource allocation.

Misdirected investments could harm the organization's reputation. Therefore, transparency in expenditure across all areas of the business, comprehensive reporting and accessible documentation are essential to maintain public trust and accountability.

Before Evotix

Despite prior experience with safety software, Network Rail's existing system, implemented in 2017, did not meet expectations. Manual data entry by the team proved impractical for such a large operation, and the system lacked flexibility to adapt to evolving safety requirements across different regions.
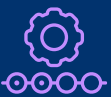
Why Evotix?

ESG metrics, target management and disclosure reporting.

Hayley Rance, safety, health and environment reporting and analysis manager, noted, "It ended up being procured in one part of the business. They really liked it and news travels fast. So we took the system in-house and did a proper rollout in 2018."

Evotix's flexibility, capability to create custom forms and user-friendly interface were significant draws for Network Rail.

Rance highlighted, "We didn't know that being able to create our own forms was something that we were missing until we had it with Evotix." Additionally, the modern look and feel of Evotix compared to other systems played a role in the decision-making process, ensuring user acceptance and adoption.

Evotix's phased approach stood out as a significant advantage for Network Rail.

The flexibility to prioritize specific modules, such as investigations, and gradually incorporate additional features was highly appreciated. "Starting with investigations was our initial focus but realizing that audits could also seamlessly integrate into the system was a major win for us," remarked Rance.

With Evotix

Use of super users for implementation

Network Rail has a vast workforce, including older employees and those less comfortable with technology, making them understandably cautious about adopting a new system.

To address this, Network Rail had 'super users' stationed across different regions to advocate for the software and empower the safety team to share administrative responsibilities.

This approach expedited the system's implementation, as it allowed for decentralized control and empowered regional teams to manage certain aspects independently. By distributing administrative tasks, the central safety team could focus on overseeing permissions and developing new forms, while regional users could create their own accounts and take ownership of their data input.

Enhanced data insights

Evotix has enabled Network Rail to revolutionize data visibility and accessibility across teams. Previously, the central safety team relied on receiving investigation data in spreadsheet format once a week, a process that was cumbersome and time-consuming. With Evotix, employees can now input data directly into the system, enabling real-time access to investigation information. This has streamlined the reporting process, allowing the safety team to generate reports on a weekly basis.

"People are going in and investigating and auditing and doing their assurance… improving safety because they are engaging in the software"

Hayley Rance
Safety, Health and Environment Reporting and Analysis Manager

"Having a **centralized repository for investigation data** is invaluable, especially considering our obligations to regulators and potential independent investigations.

The ability to systemize these processes and quickly access relevant information is a huge deal."

Hayley Rance
Safety, Health and Environment Reporting and Analysis Manager

Frontline User Engagement

Since rolling out Evotix, Network Rail has deployed around 7,000 licenses.

The transition to a system that empowers employees to directly input safety data marks a notable shift from reliance on the central team for data entry. The central safety team is delighted by the overwhelmingly positive engagement, with certain users advocating for Evotix for specific functions within their respective areas of the business.

Rance emphasizes the importance of user engagement, stating, "The fact that individuals are actively participating in investigations and audits is the whole point of it. It signifies a commitment to improving safety through engagement with the software. They're taking initiative to do the right thing, and that's really what we want to see."

Evotix has also garnered positive responses from senior leaders at Network Rail. Leadership record all safety conversations within the system, and the Head of Technical Authority has begun inputting data as well. The system is increasingly being utilized for executive–level assurance processes, illustrating a high level of buy–in from senior leadership.

"It's amazing to see senior leaders, including those reporting to our Chief Executive, embracing Evotix," remarks Rance. "The fact that they're more than happy to use the system reflects its value and effectiveness."

Localized processes

With Evotix, Network Rail could promote collaboration across regions.

The central safety team organizes user groups with their Central Processing Unit users, facilitating knowledge–sharing about safety processes.

These forums encourage greater consistency in approaches and enable various departments to understand each other's perspectives. This transparency fosters a more connected and cohesive environment, allowing for open discussions about potential impacts and fostering a culture of transparency and collaboration.

Systemization of processes company-wide

Evotix has helped Network Rail systemize safety processes, inspiring other areas of the business to embrace digital transformation for enhanced efficiency. Rance added, "There's been parts of the business where certain users have really pushed using Evotix for other processes."
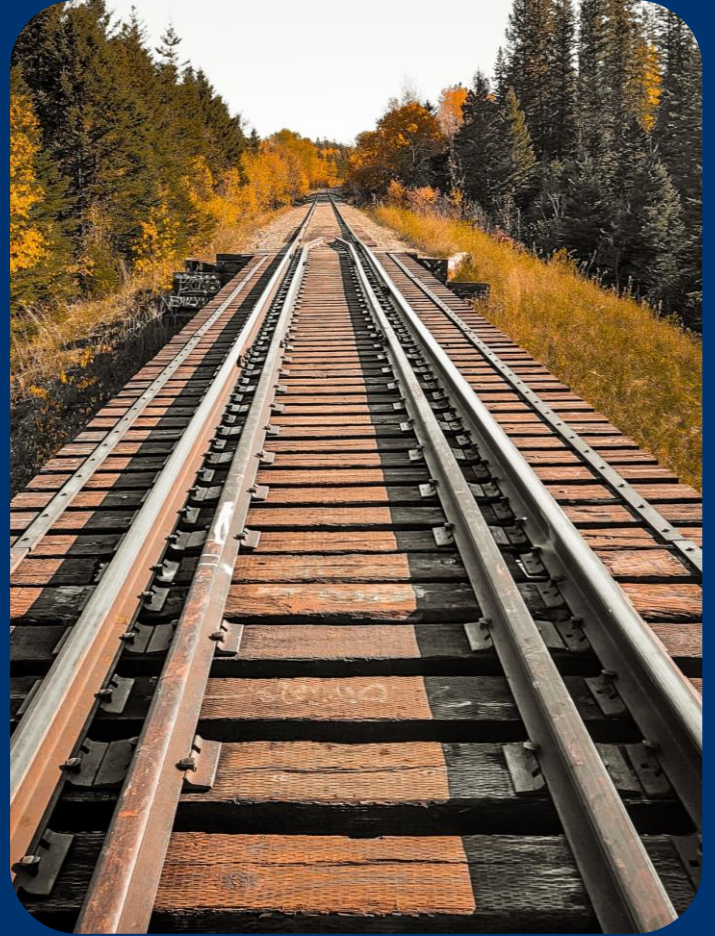
Support From Evotix

Network Rail has praised the support received from Evotix as "brilliant." "They're always quick to respond," says Rance. "If there's something that can't be done, they're very quick to put it on the development pipeline."

Rance also values the transparency of Evotix's support staff regarding the system's limitations.

"As a systems analyst, I understand that systems have their limitations, and that's okay. The fact that Evotix is upfront about what it can't do allows us to reassess and make progress more efficiently."

The Network Rail safety team recently attended an Evotix customer forum, where they gained insights into how other companies are utilizing the system. Rance found it particularly enlightening, noting, "It was interesting to see how others are leveraging APIs for executive reports. We wouldn't have realized these possibilities without engaging with them in that space."

The Future with Evotix

Network Rail's next focus lies in optimizing data extraction and leveraging APIs for enhanced reporting capabilities, marking the beginning of a new, exciting journey with Evotix.

With a clear roadmap for future enhancements and ongoing support from Evotix, Network Rail is confident in the transformative impact that Evotix will continue to deliver in their pursuit of safety excellence.

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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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