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The technology
marketplace for
heavy industry

Digital field worker productivity platform

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View the solution on our marketplace

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DIGITAL FIELD WORKER PRODUCTIVITY PLATFORM

How it works

There are two interfaces to the system. Fieldworkers use the app on their phones at the job site and remote managers or safety specialists use the browser interface, which includes a command operation centre. These two interfaces have direct access to the same information and work collaboratively so that workers and managers can interact with each other about the job on the solution, with intelligent prompts about areas of focus delivered to managers.

Both interfaces use a timeline view to display the job progress. This unique approach gives fieldworkers and managers the ability to scroll through the history of a job and to observe its current status.

The solution has several features that enable safe and productive fieldwork operations:

› **Creating a job**

Fieldworkers create a job on the app when they get to site to execute their work. Managers or planning teams can also raise jobs to support team coordination when required.

› **Adding a risk assessment**

The app requires fieldworkers to make a video risk assessment (VRA) of their site and talk through the hazards that may or may not be present. This could include working at height, deep excavations, overhead power lines, or any other hazards.

Once the video recording is complete, fieldworkers upload the file to the cloud. The video and audio data are analysed using AI, which takes into account the language and words used to describe hazards. The solution suggests controls that should be implemented for the hazards identified based on the AI algorithms and learnings from other risk assessments in the system. The results are accessible via the app or the browser interface after 30 seconds, and managers are notified that the risk assessment is available for review.

Fieldworkers review the risk assessment first and add hazards or controls if necessary. They then submit the risk assessment to their

Key facts

typically

36%

increase in number of safe days

typically

89%

of jobs have timing savings

manager for approval. The manager can also edit the assessment and return it to the fieldworkers. In this way, the whole process is collaborative so that the final assessment takes into account the input of all stakeholders involved in the job. Once the risk assessment is complete, the manager approves it, and work can begin. It is also possible to configure the system so that work can begin without manager sign-off as long as the risk assessment is complete and the job is not classed as high risk.

› Communicating

The timeline view allows workers and managers to communicate with each other via a chat window. This can include updates on the job's progress, so that everyone associated with the job is kept informed of its status. This functionality replaces the WhatsApp groups that many organisations currently use. The solution keeps this information within the application making it an easily searchable record of events long after the job is complete.

› Adding a job blocker

Job blockers are, as the name suggests, a major issue in fieldworker productivity. The solution allows field teams to immediately inform their manager of a job blocker and add images or video files to the notification to clearly explain the issue. This is a prime example of the remote collaboration element of the tool in action and enables everyday issues to be resolved much more quickly and keep fieldwork productivity up. When the blocker is cleared by either the manager or fieldworker, there is an opportunity to record the amount of time lost.

› Recording evidence

Recording evidence allows fieldworkers to capture key milestones in a job or to highlight unexpected findings. For example, a dig team could evidence their progress through various levels until they reach their final depth. They could also evidence any utilities found underground and how they avoided damaging them. Recording evidence can include video, audio, and image files.

› Wrapping up

Wrapping up allows fieldworkers to record the condition of the site at the completion of the job or a team's shift. If the team will be back onsite the following day, the wrap up gives their manager a window into the job status at the end of the day. This is also used to provide a visual handover record if another team will be taking over the site for the next shift or for reconnection of services. This feature also allows contracting companies to evidence the quality of their work, and adds a layer of financial protection as the evidence can be used to challenge fines or customer issues.

As part of the wrap up, fieldworkers can change the status of a job to complete and provide details of the job, such as the number of meters of piping replaced.

Insights

The solution also creates reports for managers to evaluate performance against key objectives. For example, fatigue management insights give statistics about hours worked so that managers can plan appropriate breaks for workers before they accumulate excessive hours. The reports also show what percentage of jobs have a VRA on arrival and more details about job blocker trends.

TOP BUSINESS BENEFITS

Businesses with field force teams can benefit from using this solution in four ways:

› Safer field teams

The visual risk assessments generate control measures that vastly improve workplace safety, and the platform improves compliance by ensuring every job has a risk assessment. Upon completion of a visual risk assessment, the AI engine uses its rich history of inputs from a back catalogue of all jobs to generate prompts for control measures, improving the quality of risk control measures.

› Greater efficiency

The solution's ability to transform risk assessments from a stack of paper forms and box-ticking into a quick, shareable, and visual format through the app is saving work teams thousands of hours a year. Additionally, the communication tools built into the platform enable managers to check in on sites and communicate with teams remotely, speeding up approvals and reducing site downtime.

› Improved project quality

The evidencing features within the solution enable field teams to accurately record the quality of their work, enhancing project accountability within field teams, improving customer satisfaction, and saving thousands in contested fines and avoided disputes.

› More sustainable operations

The solution reduces paperwork and frustration for field workers whilst saving them valuable time across the day, boosting team satisfaction, reducing fatigue, and leading to more sustainable working practices. The communication features are sparing site managers valuable time and road miles as they can check in on sites virtually and review videos and images to make informed decisions.

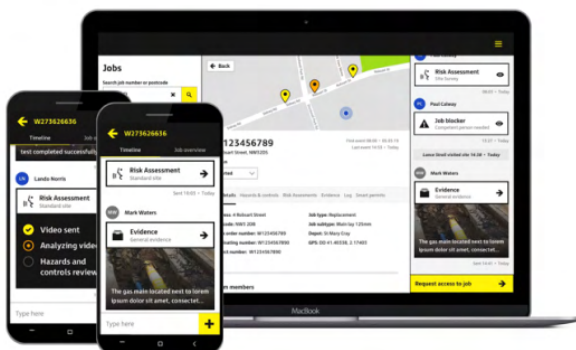
Top benefits

› Safer field teams

› Greater efficiency

› Improved project quality

› More sustainable operations



CUSTOMER SUCCESS STORY

This solution is designed for fieldwork operations across any industry and is applicable to organisations of all sizes, from major utility networks to small construction contractors. Part of the platform's strength as a solution for field team operations is its ability to scale and work in organisations of any size and in any field environment.

In 2021, the solution was deployed within one of the UK's major gas network providers. Other customers from a broad range of sectors are also trialling the platform, including Ferrovial, Morrison Water Services, Lanes Group, and Amey. Additionally, the solution has been selected by HS2 Ltd to join its innovation accelerator programme.

Major UK gas utility company

Customer Challenge

One of the UK's major gas utility companies was experiencing commercial and regulatory pressure to improve performance of their network, find efficiencies within their field teams, and improve safety across sites whilst somehow driving down operational costs.

Solution

They rolled out the solution to its repairs, replacements, and connections team in 2021, totalling 780 engineers across 14 depots, and within the year had transformed the safety and productivity of their fieldwork operations. Fieldworkers used the solution on 15,540 jobs over a 12-month period with remarkable results.

Benefits

- › The solution's ability to save incremental amounts of time throughout the day for every field worker has a large cumulative impact, freeing up resources in the business to action more jobs.
- › The technology's role in creating safer workplace practices creates huge cost avoidance benefits in incidents and injuries spared.
- › The documenting features of the app spare the organisation in penalty fines as sites are evidenced throughout key stages.
- › The remote collaboration element of the solution allows managers to check in on sites more frequently whilst reducing their time on the road and carbon emissions.

Results

- › 42% improvement in safe days (where no injury occurred)
- › 20% reduction in injuries and incidents
- › 75% reduction in risk assessment completion time
- › 10,400 field work hours saved on risk assessments, and thousands of hours of job blockers identified
- › 36% reduction in mileage for managers
- › 350,000 miles saved
- › £240,000 saved in fines

FAQ

Can you filter the list of visible jobs to avoid being overloaded by all jobs?

Fieldworkers and managers can choose to see only jobs that they are directly linked to, or all the jobs accessible in their organisation.

What if a hazard or control measure is not listed in the default list?

Fieldworkers have access to a text input where they can add any additional information about the job that may not be covered by the standard hazards or control measures. Managers can review this input as part of the risk assessment approval.

What happens if you don't have internet signal on a job site?

The solution will generate a risk assessment based on video and audio input even if not connected to the cloud. This assessment will exclude the AI functionality but will include recommendations for controls. When the app connects, all the information about the job will be uploaded.

Can I turn notifications on or off?

Managers can turn email and push notifications on or off in the settings on their account.

About Axora

Axora is the global technology **marketplace** for heavy industry. We source the best innovative solutions, to solve the biggest industrial problems.

Our service helps industrial companies to discover, evaluate, procure and deploy technology from all over the world.

Entrusted globally by 100s of industrial leaders and innovative solution providers, we help companies take action to hit their safety and sustainability goals.

Your next steps

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About the solution provider

The award-winning solution provider is based in the UK and was founded in 2019 as a digitalisation initiative of one of the largest UK utility companies, in partnership with Boston Consulting Group.

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