

Safety Services Nova Scotia (SSNS) - Case Study

NimonikApp Audit

Nimonik allows the SSNS consulting group to spend more time working with clients and expanding the business.

“The representative understood that I had difficulty with the technology ... their high level of support, commonly unheard of in this age, convinced me that this was the solution I had been looking for.” – Joe Treen

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Joe Treen

Occupational Health and Safety Director
Safety Services Nova Scotia (SSNS), Canada

Joe manages the development and delivery of OHS Training Programs, OHS Auditing and Consulting Services. He also oversees program quality, customer service and client relations.

The Challenge

SSNS is a relatively small organization where individuals often carry heavy workloads. The company was using pen and paper to conduct audits. In order to complete an audit, SSNS auditors would: return to the office after a site visit, transcribe their notes into a Word or Excel template, calculate scores, assemble a written report and, finally, send the report to the client.

Joe and his team realized that they had to find a more efficient auditing tool in order to expand their business.

The Search

- Joe heard positive feedback about Nimonik from colleagues and found our website through a Google search.
- He also found several other products that fit his company's needs, as far as technological services were concerned. However, Joe was looking for a technological solution that also came with superior customer service and support.
- Just one contact with our representatives convinced him to go with Nimonik.

The Solution

- Joe found Nimonik's level of customer service and support to be outstanding from the very beginning. Seeing as part of Joe's duties as OHS Director is to provide customer service, we take his approval as a great compliment!
- When Joe had difficulty converting his paper audit instrument into a format the app could use, Nimonik representatives did this for him, without charge. Joe says the team at Nimonik understood his difficulty right away, and helped him in an extremely timely manner.
- Joe and SSNS also found the Nimonik product to be flexible and attractive. Nimonik could provide customized content for SSNS's needs. The reports that NimonikApp generated for SSNS were well-organized and attractive, key features because SSNS sends the reports to their clients.

The Implementation

- Joe reports: "With the fantastic technical support I received, the setup was exceptional! I cannot say enough good things about the service I have received from Charles and Jonathan. Continued support has been equally stellar with a very fast response to issues and continued feedback."

The Results

- One year after implementing the Nimonik auditing system, SSNS reports a time savings of three days less per audit. This translates to substantial savings for a small, expanding company.
- SSNS and its clients are thrilled with the new NimonikApp generated report formats and appearance.
- Joe spends less time writing and editing reports and more time in the field with clients.



To learn more about Nimonik and our services to simplify EHS compliance, contact us at info@nimonik.com or at 1-888-608-7511.