



Safety First:

TELUS helps HSE Integrated improve safety and reduce operating costs

the industry: Industrial Health, Safety and Environmental Services

the company

HSE Integrated provides health, safety and environmental services to a range of industrial sectors across Canada and the US. Clients look to the company for on-site medical services, drug and alcohol testing, field hospitals, air breathing equipment, fire protection, worker decontamination, safety training, air quality measurement and more.

the challenge

HSE Integrated has grown rapidly, both organically and through the acquisition of other companies. With a growing employee base and an increasing roster of physical assets, the company needed more control, especially over the movement of its vehicles.

- **Increasing costs:** Expenditure on gasoline and other vehicle consumables was increasing at a greater rate than recent increases in gas prices. Excessive idling was suspected, but could not be confirmed.
- **Non-compliance with safety policy:** Despite the company's insistence on strict observance of road rules, some drivers were still receiving speeding tickets.
- **Need for real-time vehicle location data:** For more efficient dispatching, the company needed to be able to pinpoint the location of vehicles at any time.

the TELUS solution

TELUS worked closely with HSE Integrated in order to understand their Global Positioning System (GPS) and Automated Vehicle Location (AVL) requirements. After a series of meetings, TELUS developed the "must have" and "nice to have" requirements, researched all available solutions and presented the entire range. Each solution was evaluated to determine the one that delivered the optimum balance of features and price.

- **Managed pilot:** Working with a partner vendor, TELUS funded a pilot that equipped two HSE Integrated vehicles with a standard, non-customized GPS and AVL solution. Specific success criteria were agreed upon and the TELUS mobility solutioning team provided support throughout the pilot.
- **Superior offering:** At the same time, a competitive carrier fitted two other HSE Integrated vehicles with a different solution. At the end of the 6 week trial, the TELUS solution was chosen for its superior flexibility and mapping capabilities.
- **A complete solution:** For the roll out, the partner customized its applications to the specific requirements identified by TELUS and HSE Integrated. TELUS installed a wireless modem in each vehicle, enabling the solution to provide HSE Integrated with real time positioning and vehicle usage data across its entire fleet. The company can now see where each vehicle is at any time, together with its speed and direction. TELUS ensured that the solution performed as promised and met all success criteria.

the results

As a provider of safety services, HSE Integrated wants to demonstrate safety-consciousness within its own organization. The TELUS solution helps them do that.

- **Increased safety:** HSE Integrated has reported a marked decrease in accidents and speeding tickets.
- **Lower costs:** The company has already noted an overall decrease in fuel costs and expects to measure increased savings over time, especially during the winter months when excessive idling can be a particular problem.
- **Increased responsiveness:** Because every vehicle can now be located in real time, the closest vehicle can be sent to a jobsite, saving time and increasing customer satisfaction.
- **Improved productivity:** Productivity has increased as drivers realize that they are now accountable for all usage of their vehicles.

TELUS identified and customized the ideal solution, based on a clear understanding of the client's needs. "TELUS came out on top," says Phil Clark, Corporate Asset Management Coordinator at HSE Integrated. "They went out of their way to get what we need, rather than market what they have."



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