

A CASE STUDY

Crescent Services was founded in 2006 to address the demand for well-site support and water logistic services to the oilfield and currently provides services to most of the major oil and gas companies in the U.S.

CHALLENGE

Crescent Services is an employer responsible for the safety and health of more than 700 employees. Given that Crescent performs job-critical lines of business in a dispersed and challenging workplace, the safety and compliance department needed a comprehensive and intuitive software program to:

- Support training
- Manage reporting processes
- Analyze real-time data
- Deliver and confirm communications directly with employees
- Track safety inspections and audits
- Track employee safety requirements and assignments

To adequately comply with internal company policies, OSHA regulations, and customer expectations, the system needed to easily integrate into daily operations, promote participation in existing safety programs, manage the well-being of its workforce, and gauge and guide cultural change.

SOLUTION

Crescent's safety and operations managers researched various programs aimed at simplifying safety management and compliance. Some programs were capable but difficult to use, creating doubt that successful integration and employee participation were possible. Some others offered solutions for some areas but not all, requiring the use of multiple programs. Still others were cost prohibitive, antiquated, or poorly designed.

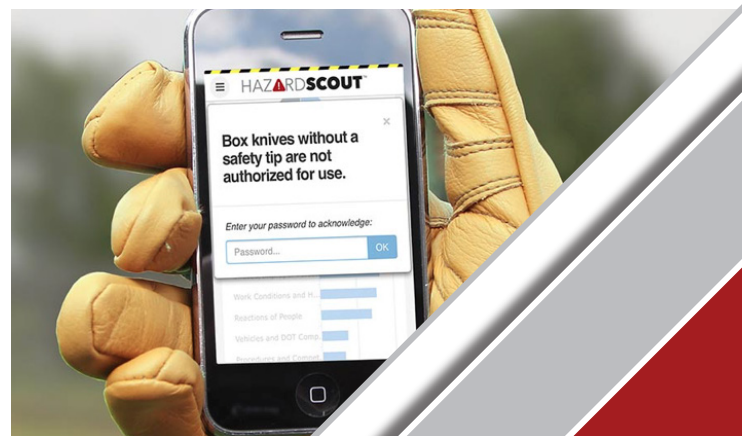
After completing a lengthy evaluation of several programs, Crescent Services selected HazardScout as its safety management system software. HazardScout offered more interactive modules than any other program, provided the best user experience, and was the most reasonably priced.

RESULTS

Crescent launched HazardScout in Spring 2014. The benefits of the reporting mechanisms were immediately apparent, turning a once disengaged logistical challenge to an efficient process with verifiable data, trending analysis, and automated alerts of field challenges and solutions. Also, employee participation exceeded expectations, and feedback from users in the field was positive.



An oilfield service company quickly realizes improvements and efficiencies after implementing HazardScout, a safety management system software.



Cost savings were seen immediately as Hazard**Scout** not only improved key safety metrics but created a more efficient operation – impacting both profitability and compliance.

Beyond the scope of management of the safety programs, use of the software has helped support Crescent Service's mission, which emphasizes the values of service, respect, stewardship and performance, combined with a commitment to customer satisfaction through continuous improvement.

Numbers help tell the story:

- The systematic nature of the Hazard**Scout** software reduced man hours related to data entry, program upkeep and internal auditing practices. It is estimated the program has cut nearly 60 hours per week of field administrative responsibility, equating to \$1,150 per week or \$59,800 in annual savings.
- When fully integrated, the administrative staff was better able to monitor, manage and direct the overall program. The corporate compliance staff was able to reduce one full-time position, equating in \$40,000 in annual savings.
- The software has allowed for a significant increase in participation in the behavior based safety program. In the past 12 months, participation in the BBS program has increased more than 1000%, reports are paperless, available in real time for review, and require fewer employees to administratively be involved in the process.
- The software provides the field management team a tool to better comply with policy, programs and expectations of both safety and operations, creating savings through more efficient processes.
- There are long-term expected savings from loss reduction. Hazard**Scout** has been instrumental in the reduction of incidents, and will continue to play an integral part to reduce the cost of incidents, downtime, legal and insurance related expenses. The most recent workers compensation report shows a 30% reduction in total incurred expense this year compared to the previous 12 months.

Reduction of one full-time position and 60 hours per week of field administrative responsibility, equating to \$100,000 in annual savings.

Increase in the BBS program participation by more than 1000%

A 30% reduction in total incurred Work Comp expense this year compared to the previous 12 months

Additionally, the software has allowed Crescent the ability to:

- Easily track employee training – verifying training needs and ensuring competencies in real time.
- Monitor new employees and track the onboarding process in an organized and paperless format.
- Communicate messages directly with employees.
- Keep up with required inspections, audits or reports on equipment.
- Make policies, procedures and protocols readily available.