

Elementus: Lean compliance with COAX™ (customer online access)

Adding value to existing services and creating visibility of recommendations.

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“Nexus delivered our solution on time and on budget. Their level of customer service is exceptional... issues resolved quickly and efficiently”

Chris Crowhurst, IS Director, Elementus Ltd

Service:
TImNexus software services.

Solution:
The solution enables clients to track recommendations and actions using management information reports and workflow systems. A single instance of the application enables all Elementus clients and staff to log in and use the system.

Technical:
The solution code base was developed using the Microsoft .NET framework. The application DBMS employed was Microsoft SQL Server 2005, the client data was integrated from a legacy FoxPro DBMS. The application is hosted on site and has passed numerous external security tests by end-user client organizations.

COAX™ Enables Real Time Client Access

Elementus provide independent health, safety, and environmental advice for organisations in order to create sustainably safe environments for their stakeholders.

Core to this activity is reporting and recommending specific activities and actions that should be carried out in order to maintain suitably safe environments.

Situation

Traditionally consultants working in this space would leave reports behind detailing the specific activities that organisations should be doing and when in order to maintain compliant environmental safety levels.

In larger organisations tracking the various activities could be quite onerous, as they needed to be carried out across many sites at varying frequencies. Elementus wanted to create tools that would help reduce the administrative burden of the necessary activities.

Solution

Elementus and TImNexus created a system called customer online access (COAX™) which enabled various stakeholders within client organisations to view Elementus' recommendations dynamically with their compliance status.

This was achieved by integrating into the existing database used by Elementus consultants to log recommendations. An extranet area provides clients with their own secure area to view the recommendations. Client managers can view compliance status and operative staff can use the system to organise and track their scheduled environmental compliance activities.

Additionally Elementus staff have access to the information which enables them to initiate communications with clients should their recommendations not be carried out.

Technical

The system was a custom built solution based on Microsoft SQL Server 2005, Microsoft Windows Server 2003, with a code base developed on the .NET 2 framework.

For more information on TLM Nexus' work, please visit www.tlmnexus.com or call 01273 384 250.