

Case Study Series



Kilsaran Concrete

Lausanne - Houston - Dublin - London



CONCRETE CASE STUDY: USE OF EMEX ENTERPRISE AT KILSARAN CONCRETE

Introduction

Kilsaran Concrete ("Kilsaran") is a leading Irish owned producer of ready mix concrete and related products, founded in 1964 Kilsaran is a wholly owned Irish company and has established themselves as a renowned provider and producer of quality concrete products. Kilsaran have long been associated with Ireland's leading Builders, Developers and Building Merchants, supplying such projects as the Luas Park & Ride and Liffey Valley Shopping Centre.

Based in Dunboyne, County Meath, Kilsaran operates a number of manufacturing plants and also manages a large number of owner-drivers operating their nationwide delivery service.

Business Problem

Due to growth of the company and increasing amount of legislation governing health and safety Kilsaran identified the need to implement a system to aid them in the following areas:

- People Management
 - ◆ Training Management
 - ◆ Owner Driver Management
- Claims Management
 - ◆ Tracking claims process
 - ◆ Analysing claims outcomes

Kilsaran also defined three clear objectives for the project:

- Standardise the management process for training and claims.
- Simplify the reporting process for claims management. For example key Kilsaran personnel meet on a regular basis to discuss claim status, for these meetings they require data in a number of varying formats bespoke to their business. Obtaining this data in the past had been time consuming and variations in data presentation had also impinged the process.
- Report and analyse claims data on an organisational level to identify trends and implement actions to prevent recurrence.

Solution

In order to achieve Kilsaran's objectives for managing the Claims and Training Process, Emex identified it would be necessary to implement the following modules within the platform:

- Emex People
- Emex Companies
- Emex Claims
- Emex Training
- Emex Reports

Utilisation of Emex Modules in Kilsaran

Emex People

Emex People is a core module within the Emex platform; Kilsaran also decided to utilise some Human Resources functionality from the Emex HR module. This enables them to:

- Track performance development
- Manage and maintain personal contact information
- Manage emergency contact details
- Create checklists – induction, safety, exit
- Create a centralised personnel file

Emex Companies

Kilsaran utilise the companies module to manage and regulate owner-driver insurances, expiration and renewal dates need to be tracked closely to ensure a driver is never on the road without insurance. Workflow ensures these dates are tracked and the relevant parties notified.

Emex Companies contains such information as addresses, contact numbers and current correspondence it has enabled Kilsaran to share important information throughout head office and the manufacturing plants.

Emex Training

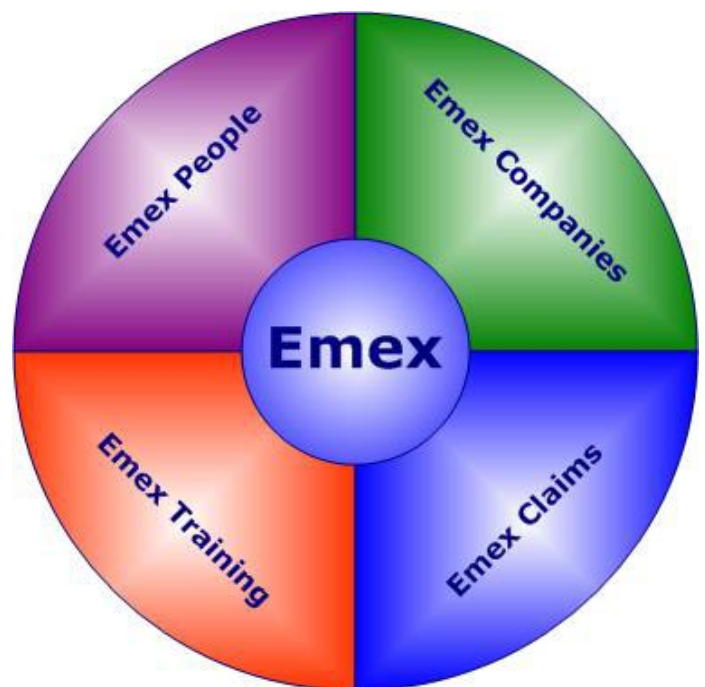
Prior to moving to an automated system Kilsaran had been managing their training data using a mixture of word, excel and paper files, this method had been sufficient until the company's recent growth and expansion.

Kilsaran have now fully implemented Emex Training to manage all forms of training undertaken within the company – this includes both in-house training and external regulatory courses such as those under the CSCS scheme.

Emex Claims

Kilsaran use the claims module to:

- To control and manage claims data throughout the organization. Using Emex Kilsaran can successfully track each claim, determine potential costs involved and where applicable implement corrective actions to prevent recurrence.
- To analyse and report claims trends so appropriate measures can be put in place to reduce both costs to the company and potential risks to employees and members of the public.





Implementation

The Emex application is centrally hosted on a server allowing remote and office user's access live data in real time. A central database stores the data captured for each manufacturing plant.

To capture and report on data by plant Kilsaran assigned a workplace for each plant in Emex. Users assigned to a manufacturing plant are restricted to view data within that manufacturing plant unless access is explicitly granted, thus giving the illusion of a standalone version of the software for each manufacturing plant, with local requirements configured.

This hierarchical structure provides senior managers within Kilsaran data visibility and transparency of the overall status of claims management in the organisation. Managers can report on claims data by plant.

The Emex implementation of the claims and training modules was highly successful. Kilsaran are currently working with Emex to implement a further two modules by mid '07.

Business Benefits

Emex helps organisations manage operations, risk and compliance and health and safety to deliver the following business benefits:

- Enhanced ability to share knowledge throughout the Group, by the use of a common system with controls, which ensure consistency in key areas, combined with the flexibility to meet local requirements.
- Centralising and streamlining the management of training information. By initially managing the data at head office and then sharing it out amongst the various manufacturing plants has meant that all who need access to an employee's training records can.
- Reduced Insurance costs – accident/incident analysis has reduced the number of accidents and claim costs. A reduction in accidents and increased data visibility and transparency has led to greater negotiating power to reduce insurance premiums.
- Improved business performance and compliance – Emex has delivered enterprise transparency, a systematic process for managing claims and training and tools to proactively determine proper actions.
- Improved visibility and transparency at both manufacturing plant level and company wide level provide comprehensive reporting and a platform for efficient operational management.

Conclusion

Emex has provided visibility to critical data enabling Kilsaran to respond quickly to operational requirements, ensure efficiency, reduce compliance related costs and minimise risk.



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We hope you have enjoyed this briefing paper.
If you'd like to know more about the EMEX executive briefing series, please don't hesitate to make contact with us:

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