Case Study
Integrum
Management Systems

Summary

Integrating Yellowfin's Business Intelligence (BI) solution into Integrum's Quality, Health, Safety, Environment (QHSE), Risk & Compliance management system has enabled Integrum to:

• Satisfy customer demand for functionally rich and intuitive reporting, analytics and dashboarding capabilities

• Empower its clients to effectively and efficiently manage risk and meet compliance obligations while simultaneously optimizing business processes to generate added business value

• Use internal resources efficiently by relieving them of the need to independently develop, maintain and support a comparable in-house BI module

• Capitalize on the new revenue stream created via the Yellowfin BI module

• Position itself as a global thought-leader on KPI reporting for QHSE Risk & Compliance management

Company

Integrum Management Systems (IMS) owns, sells and delivers a fully integrated Quality, Health, Safety, Environment (QHSE), Risk & Compliance management systems solution. Founded in 1996 and headquartered in Sydney, Australia, IMS is widely regarded as the most comprehensive risk, compliance and business optimization platform available today. IMS has over 200,000 licensed users across more than 40 countries.

IMS delivers a management system that is functionally rich and highly configurable, assisting organizations of all sizes, and from all major industries, to streamline processes and accelerate growth. IMS software is used for:

• Managing incidents, occurrences and actions
• Conducting investigations
• Conducting risk assessments
• Managing controlled documents
• Scheduling and conducting audits and inspections
• Managing contractors and suppliers
• Facilitating employee training, inductions and competency assessments

IMS clients range from Fortune 500 companies – such as Coca Cola Europe, Jetstar Group and Westfield Group – through to medium and small enterprises.

Challenge

Aspects of many organizations' operations – from across most major industries and in both B2B and B2C environments – are required to comply with external regulatory and legal guidelines. And, it's hard to think of many instances where precise, timely data analysis and reporting is more vital than in Governance, Risk Management and Compliance (GRC).

Furthermore, adhering to modern GRC requirements demands more than meeting basis external legal and regulatory obligations. Market-leading organizations are increasingly using GRC observance as a means to generate added business value through improving operational decision-making and strategic planning.

Accurately identifying, analyzing and acting to mitigate potential operational or strategic business risks – be they process and production, technological, informational (data security), commercial or financial – is vital to enable continuous growth, as well as ongoing client, partner and employee safety and satisfaction.

To provide that depth of value and competitive advantage to its clients, Integrum realized it would need to integrate a world-class reporting and analytics module into its QHSE, Risk & Compliance software solution.

"Prior to embedding Yellowfin's Business Intelligence (BI) solution, Integrum could produce basic reports with an in-built reporting tool that allowed clients to export GRC data to Excel," said IMS CEO and founder of the Integrum Group, Beven Schwaiger. "In search of additional functionality, some customers bolted separate reporting tools onto Intregum, while we also built custom suites of hard coded reports to satisfy the requirements of specific clients."

As IMS grew, Schwaiger quickly realized that this method of reporting was unsustainable, and lacked the depth and breadth of features and functionality needed to meet client expectation.

"Our aim was to provide a world-class reporting system as part of the Integrum solution," said Schwaiger. "We wanted to empower clients to configure their own suite of reports and dashboards based on their requirements. We also needed to make the reporting process more efficient, and eliminate the need to build hard coded reports every time a client wanted something new or different."
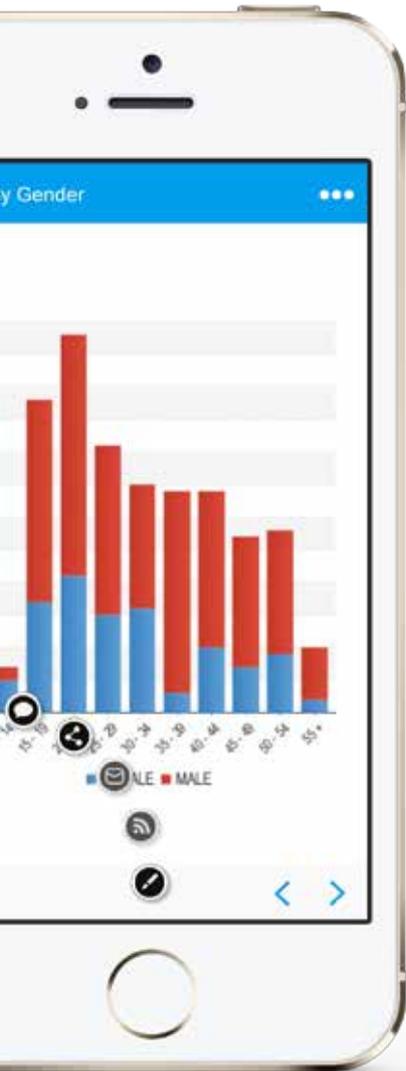
"Integrum is now regarded as a global thought-leader in providing KPI reports for QHSE Risk & Compliance management, which benefits all our clients across many industry sectors."

- Beven Schwaiger, CEO of Integrum Management Systems

Solution

To set it apart from its competitors, IMS initiated a search to procure a highly intuitive consumer-oriented BI solution that would enable its clients to conduct sophisticated data analysis independently. Schwaiger said it was also critical that the third-party software was easy to tightly integrate within Integrum's system and business model.

"IMS was looking for a BI solution that was highly embeddable – both technologically and financially," said Schwaiger. "Not only was it important that the solution would effortlessly fit with our existing licensing model, it needed to be easily rebranded to ensure our customers had a consistent user experience.

"In addition to being able to be deeply embedded within the Integrum system, we needed a BI module that had the ease-of-use and flexibility to fulfill the particular reporting requirements of our choosiest clients, without inundating us with support requests."

IMS selected Yellowfin as its embedded BI partner because it was able to meet Integrum's financial and technical integration requirements.

"Yellowfin offered a flexible partner model that matched Integrum's business model," said Schwaiger. "Because Yellowfin approved a usage model with unlimited user numbers and access to functionality, we knew we could deliver outstanding value to our clients whilst ensuring that Integrum's licensing structure remained unaffected.

"The technical integration was also fast, tight and seamless. Embedding Yellowfin has meant that Integrum's customers have continued to enjoy a consistent, streamlined, intuitive and rewarding user experience."

IMS offers its QHSE, Risk & Compliance management solution as either a hosted Software as a Service (SaaS) offering, or via traditional on-premise deployment.

Integrum's solution is a Web-based system operating on a combination of IBM Domino and SQL. Integrum's reporting module (Yellowfin) operates on SQL Server.

"Our clients have embraced the BI functions and, with limited training, are able to create an unlimited number of reports and dashboards for their users."

- Beven Schwaiger, CEO of Integrum Management Systems
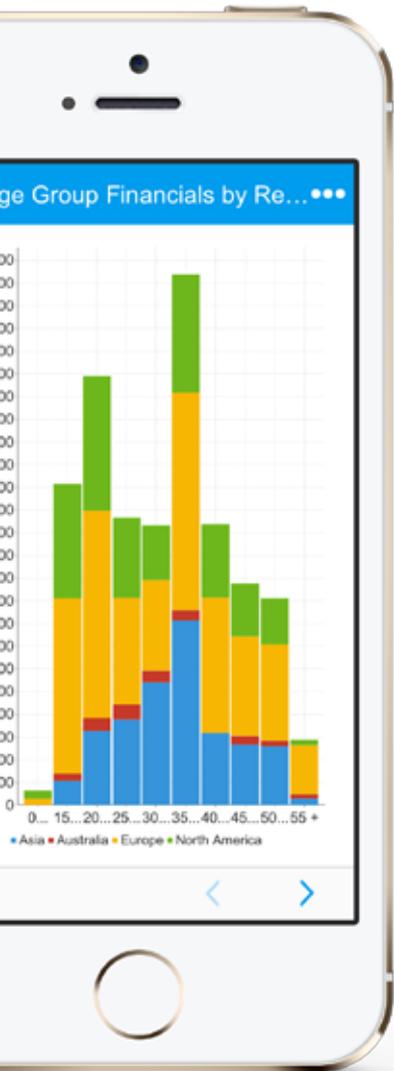
Yellowfin

Summary

Integrating Yellowfin's BI solution into Integrum's QHSE, Risk & Compliance management system has enabled Integrum to:

- Exploit Yellowfin's BI solution as a competitive advantage to better compete for new clients

- Stop using significant resources building custom suites of hard coded reports to satisfy the bespoke reporting requirements of specific clients

- Win Focused Software Solution of the Year at the prestigious 2014 Offshore Excellence Awards

- Deliver a fast, tight and seamless technical integration to ensure Integrum's customers continue to enjoy a consistent, streamlined, intuitive and rewarding user experience

- Easily deliver outstanding value to its clients, at a financially sustainable and effortless price point, by tightly integrating with Integrum's existing licensing model and go-to-market strategy

Results

Integrum's rich BI system provides clients with a full range of reporting templates. Users can easily create and generate real-time reports, graphs, tables and dashboards to track their crucial GRC data in real-time – no matter where they are.

Schwaiger said the reporting and analytics features Integrum's clients had found most useful included simple drag and drop dashboard creation, the ability to subscribe to scheduled reports, Yellowfin's powerful mapping capabilities, as well as native Apple and Android applications for Mobile BI.

"Yellowfin's Mobile BI capabilities enable field workers to access operational insights anywhere, anytime," said Schwaiger.

Adoption of the BI module has been strong amongst IMS' customers – and given them deeper insight into their GRC data – enabling better, faster, smarter and ultimately safer decision-making.

With Yellowfin's BI package, IMS has been able to do more for its clients, and cultivate an additional revenue stream, while using fewer resources than if they had to develop, maintain and support a comparable BI solution in-house.

"The outcome has been excellent," said Schwaiger. "Our clients have embraced the BI functions and, with limited training, are able to create an unlimited number of reports and dashboards for their users.

"IMS has also created a library of leading edge reports for our clients, assisting them to adopt the BI module and realize value quickly."

Whilst varying by industry, the types of metrics that IMS clients commonly focus on within their QHSE Risk & Compliance reporting include: Injury Frequency, Lost Time Injuries, Injuries by Type, Open vs Closed Actions, Enterprise Risk Ranking and Profiling, Training (percentage completed per period), Audits (percentage completed vs scheduled per period), Contractor Compliance Per Period, Supplier Non-Conformance and Customer Complaints.

In 2014, IMS' QHSE Risk & Compliance software won Focused Software Solution of the Year at the prestigious Offshore Excellence Awards – as voted by its clients and peers. According to Mark Toon – Editor of global Corporate Finance & Investment publication and award adjudicator, Acquisition International – "Integrum is in esteemed company".

"The Acquisition International Awards pay tribute to the companies who, through tireless work, dedication to innovation and commitment to peerless customer service, have surged ahead to establish themselves as leaders in the offshore industry," said Toon.

Schwaiger said that recognition of Integrum's international growth was reflective of the company's dedication to delivering customer value and the commitment of its innovative partners.

"Integrum has grown its business and global reputation by delivering our clients seamless solutions for effectively reducing risk and meeting compliance requirements while boosting productivity," said Schwaiger. "Innovative technology partners, such as Yellowfin, have also played a crucial role. Without Yellowfin's BI solution and expertise, this type of industry recognition wouldn't be possible.

"Integrum is now regarded as a global thought-leader in providing KPI reports for QHSE Risk & Compliance, which benefits all our clients across many industry sectors – from aviation, to oil & gas, mining, manufacturing, transport, utilities, local & state government, waste management, construction, education, forestry, property, retail, shipping and more."

Schwaiger said that working together was productive and enjoyable, as both Integrum and Yellowfin had similar flexible and unique market approaches.

"Yellowfin has been a pleasure to work with, offering support and assistance at every level," said Schwaiger. "We are enjoying the collective journey our companies are on together."

Find out more

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