

Making sure your white-knuckle experience is safe

A business going places fast



North Wales, UK-based Zip World has built a business on pushing the boundaries of what is possible with a pulley suspended on a cable.

In 2013, for example, it established the record for the longest zip line in Europe, spanning a mile and sending riders along at more than 100 miles per hour. The following year, it opened Zip World Velocity, the first four-person zip line in Europe. And in 2015 it inaugurated Zip World Caverns, the world's largest fully underground zip line course. Other Zip World attractions, including Bounce Below, Zip World Fforest and Zip World London, all vie to offer thrill seekers the very best in white-knuckle rides.

Naturally, though, Zip World takes care to make sure its customers are perfectly safe all the time.

“We have more than 7,500 pieces of equipment here at Zip World,” says Jim Bacon, training director, and they are all checked exhaustively to make sure they are in tip-top condition.

Items such as carabiners and harnesses are inspected every month, while the cables and other zip line components are checked daily. “We’ve got a range of things that need inspecting at different levels,” Bacon says.

Carrying out the checks is only part of the story, though. As its business has grown, Zip World has needed to professionalise the way it recorded and stored inspection reports.

“In the past, with paper-based systems, we’ve lost items and records of when we’re supposed to carry out the inspections,” says Bacon. “They are very easy to fake, as well. If you’ve missed out inspections it’s very easy to record afterwards.”



Managing all inspection activity

A high-profile attractions company such as Zip World simply couldn't afford to take the risk of getting things wrong. So in 2014 the company introduced Papertrail to manage all of its inspection activity.

Today, the system handles more than 7,500 records on behalf of 46 members of staff, who deal with critical business functions ranging from employee qualifications and certification to the management of equipment across five venues.

Papertrail is specially designed to help adventure park providers reduce corporate risk and improve health and safety compliance by making it easy to record regular inspections and tests. It provides notifications, inventory management and apps that work offline, reducing the administrative burden of risk assessments and asset reviews whilst ensuring operational teams stay on top of every task more easily.

It is also easy to integrate with other systems, and highly customisable, as Zip World found out when its technical staff used the Papertrail application programming interface to build their own applications and workflows.

A system that's easy to use

But "the best thing about Papertrail is its ease of use, really," says Bacon. "It's very simple for myself and other people to use. And we've got an exact record of who's used it, because it's very secure. You can tell who's done the inspections. It's got good accountability."

Another bonus of the system is that new staff only need minimal training to be able to use it: literally a couple of minutes, Bacon says. Although most of the features are self-explanatory, the user interface provides plenty of help and guidance to users, he notes.

Papertrail is designed for use on mobile devices, which means Bacon and his colleagues can record inspection data via a tablet or smartphone as they move around company sites. As a result, says Bacon: "Papertrail halves the time it takes to record inspections."

The same goes for locating inspection records. Unlike with paper-based systems, "we can find the inspections very quickly and easily when we need to," Bacon says.

Furthermore, the information is all held securely on a failsafe cloud computing platform, so once logged there is no chance of an inspection record going missing.

"Papertrail halves the time it takes to record inspections."

JIM BACON
TRAINING DIRECTOR



Fantastic support from the Papertrail team

Although Zip World has not had much call for Papertrail's technical support, Bacon says he has been impressed with the level of service on offer. "The support from the Papertrail team is fantastic," he comments.

"I can email them and straight away they effect any changes I'm after," he adds. "Any questions I've got, straight away they'll get back to me. It's very good."

Confident in the quality of its equipment inspection processes, Zip World continues to innovate to this day. In June 2017, it announced Zip World London, said to be the biggest and fastest city zip wire in the world.

The attraction will allow Londoners to glimpse never-before seen views of the capital's skyline while traveling 225 metres in just 30 seconds. All in perfect safety, of course... with help from Papertrail.

Start reducing your risk today

If you're still relying on a paper-based system to track inspections then you may not be paying much... but it could be costing you millions in fines, reputational damage and post-incident investigations if there is a problem. Is that a risk you want to carry on taking?

Find out how you can run a smarter, safer rope-access service today with Papertrail.

Call us now on +44 1248 719270
or write to us at mail@papertrail.io.

About Zip World

Zip World offers unique adventures in stunning locations, giving its customers the chance to experience the world's fastest zip wire, the UK's only Alpine Coaster, underground adventures and high-ropes courses.

About Papertrail

Papertrail was created out of the need to find an easier way to keep accurate records and demonstrate compliance for equipment inspections and audits.

Today, industry-leading partners, SMEs to larger enterprise and public sector organisations and their staff and contractors trust Papertrail to drive business efficiencies and optimise compliance by managing equipment inspections, certification and safety records.

Find out more at
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