

# Reaching new heights in working-at-height training

A purpose-built training environment for training with a purpose



**More than 10 million workers in Britain alone carry out jobs involving some form of work at height every year.<sup>1</sup> It's tough, dangerous work. And the qualifications you need to do it are rightfully exacting.**

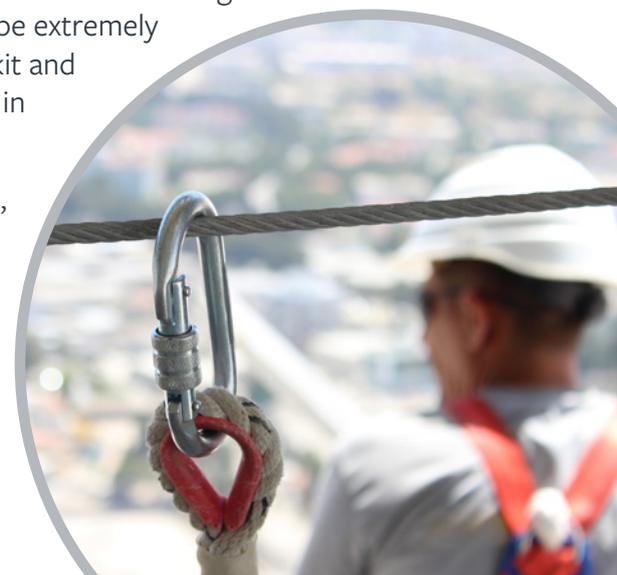
Just ask XI Training, one of the leading working-at-height compliance specialists in the UK. To meet standards such as BS 8454:2006, the company keeps documentation ranging from medical certificates to training course results. And that is just for the people involved.

Since safe working at height requires a range of personal protective equipment (PPE), such as harnesses and ropes, XI must keep detailed records of every item and its state of repair.

Because XI works with large businesses, such as a telecommunications companies with thousands of radio towers to look after, its need for an efficient record-keeping system is paramount. Until recently, though, the company was struggling to manage.

It was using a combination of Microsoft Excel and Ideagen Q-Pulse systems for document management and compliance reporting.

However, says Barry McLeod, sales and marketing manager: "This was proving to be extremely onerous due to the volume of kit and the fact that two systems were in place. Turning data into quality, actionable information was becoming increasingly difficult."



<sup>1</sup> UK Department for Work and Pensions press release, 28 January 2014: Overhaul of guidance to help 10 million working at height. Available at <https://www.gov.uk/government/news/overhaul-of-guidance-to-help-10-million-working-at-height>.

## Moving to one system with more flexibility

The systems were heavily reliant on data entry fields and disparate workflows, which McLeod says was “not good.”

Importantly, they were also hampering audit processes which XI was so reliant on. It was clear XI would benefit from moving to a new PPE certificate management system.

The company chose to migrate to Papertrail, a bespoke inspection, certification and audit management platform used by rope access industry players around the world.

Papertrail is designed to help working-at-height companies meet legal standards, enforce inspection regimes, spot items needing maintenance, reduce workloads and paperwork, centralise certificate records and save management time.

Moving from one setup to the other was relatively simple, according to McLeod.

“Historical and legacy data was extracted from the old systems and, with some preparatory sorting and manipulation, easily transferred to the new system with assistance from Papertrail colleagues,” he says.

## A 60% saving in time and effort

XI now uses Papertrail as the core for all its certification management. The multiple benefits this provides were illustrated with a single XI client that was due to carry out work in Shetland, off the Scottish coast.

Before departure, the client used Papertrail to quickly and easily check the condition of its PPE, so it could replace or repair any faulty or out-of-date items that could otherwise have caused problems in the field.

On departure, the client team knew all its accreditations were up to date because the platform would have issued an alert for any certificates that needed updating. But on arrival, a member of the team realised they had left a medical certificate behind.

Before using the platform, this oversight would have cost the client dear, rendering their team member unable to gain site access and potentially compromising the entire project.

Thanks to Papertrail’s cloud-based archive, though, the team could locate the missing document easily and retrieve an electronic copy in seconds.

“Although hard to quantify in terms of financial savings, overall this whole scenario achieved a 60% saving in time and effort at each point of the process,” says McLeod.

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SALES AND MARKETING MANAGER



## “Brilliant document storage and compliance”

It also “demonstrated that XI Training was on the ball and was able to support a client even when an oversight occurred at the last minute,” McLeod notes.

Papertrail continues to deliver benefits daily. For example, having an intuitive user experience and interface that presents information, not just data, and can be managed within a clear workflow is “good for clients, good for XI Training and good for colleagues who enjoy using the platform,” McLeod says.

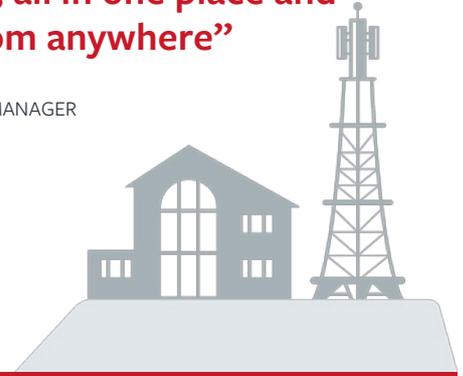
“Greater efficiencies within XI’s quality system had to be achieved and Papertrail in essence offers a smarter search engine, brilliant document storage and compliance management, all in one place and accessible from anywhere,” he says.

## Start improving your efficiency today

PPE suppliers and inspectors such as XI Training in the UK, C2 Vertical Safety in Sweden, 5th Point in Australia are using Papertrail to wave goodbye to lost administration time, errors and poor asset utilisation. What about you?

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Find out how you can run a smarter, safer PPE service today with Papertrail.

Call us now on +44 1248 719270  
or write to us at [mail@papertrail.io](mailto:mail@papertrail.io).

## About XI Training

XI Training is the UK’s leading work-at-height training, PPE supply and inspection provider. Its core business specialisms provide some of the world’s largest organisations, including Motorola, United Nations, Panasonic, BT, Airwave, Nestle, British Transport Police and O2, with fully managed training and working-at-height compliance services.

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## 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 [papertrail.io](http://papertrail.io).

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**papertrail** 

Record keeping made simple