

INFO EXCHANGE



# ALCUMUS INFO EXCHANGE

Digitally connecting your  
business – one platform,  
endless solutions

To find out more visit  
[alcumusgroup.com/info-exchange](http://alcumusgroup.com/info-exchange)

**Info Exchange** ISOQAR Sypol PSM SafeContractor



# ALCUMUS INFO EXCHANGE SIMPLIFIES YOUR BUSINESS PROCESSES THROUGH ONE INTEGRATED SOFTWARE SOLUTION

**Successful partnerships are key to the performance of any business. These could be internal relationships between individuals, teams and departments or external dealings with suppliers, contractors and other important stakeholders.**

A good partnership should share knowledge, identify efficiencies and challenge ideas. It should also 'join the dots' by creating business intelligence that brings clarity and transparency.

## AN AWARD-WINNING DIGITAL SOLUTION

Alcumus Info Exchange is a truly configurable platform that helps organisations to digitise the day-to-day tasks that underpin their business. It captures vital data and makes it accessible to the people that need it, creating one true view of operational processes.

Increased visibility enables greater control, while a powerful suite of reporting and analytics tools provide valuable insight that support growth.

By connecting these vital elements, you can automate manual processes, increase operational efficiency and take practical steps to improve performance. Whether you want to streamline your operations, improve data management or reduce the burden on your people, Info Exchange connects your business and helps you to work smarter.



Crown  
Commercial  
Service  
Supplier

**This is why some of the world's most respected organisations, operating across 20 diverse industries use Info Exchange to make their business safer, healthier and stronger.**

## HOW WE SOLVE YOUR ORGANISATION'S DATA SHARING AND PROCESSING CHALLENGES

### Your Process



### Our Solution



# DIGITALLY CONNECTING YOUR BUSINESS TO OFFER ONE TRUE VIEW

**Alcumus Info Exchange digitises your key business processes and presents them in one manageable, easy to use platform. This means that you can record, access and analyse information to drive genuine improvements in performance.**

Tailor the platform to match your organisation's specific needs. Choose from a complete set of software solutions that address all aspects of risk management, EHSQ, property, supply chain and corporate social responsibility.

<b>Page 4</b>	Environmental, Health, Safety and Quality Management (EHSQ)
<b>Page 6</b>	Risk Management
<b>Page 8</b>	Property and Asset Management
<b>Page 10</b>	Corporate Social Responsibility
<b>Page 11</b>	Supply Chain Management

## WE HELP ORGANISATIONS TO BE LEANER, MORE PRODUCTIVE AND HIGHLY EFFICIENT



Create a central source of business intelligence that offers a 'one true view' of your organisation



Reduce reliance on resource intensive manual processes to improve efficiency



Bring disparate data sets together for clearer, more accurate reporting



Connect your business processes and enable effective data sharing



Analyse data, predict trends and take proactive steps to mitigate business risk



Demonstrate clear and robust compliance with key legislation at the click of a button



Eliminate the need for multiple 'off the shelf' software solutions that don't fit your business processes



# ENVIRONMENTAL, HEALTH, SAFETY AND QUALITY MANAGEMENT (EHSQ)

---

**From incident reporting to risk assessments, we've got you covered.**

For 20 years we have provided some the UK's most respected organisations with an integrated EHSQ management system that makes it easy to record, manage and analyse your health and safety data.

## **Accidents, Incidents & Event Management**

Undertake full management of the accident or incident cycle through comprehensive data capture, action management and reporting.

## **Audits and Inspections Management**

Measure and manage your compliance against regulatory requirements through the creation of comprehensive audits, data analysis and non-conformance tracking.

## **Risk Assessments**

Create dynamic risk assessments that map hazards, assign trackable actions and manage control measures across the risk management lifecycle.

## **Training and Competency**

Securely store confidential documentation to demonstrate employee competency, schedule mandatory training and track course completion amongst other functionality.

## **Asbestos Information Management**

Enable proactive asbestos management through survey registers, document storage and maps of affected locations.

## **Workplace Occupational Health**

Collect and manage data about the workplace occupational health including exposure levels, reports and preventative measures.

## **Statutory Compliance**

Achieve an instant view of compliance across your business. Automate regulatory processes, attribute actions to staff members and monitor the status of all mandatory tasks at the click of a button.

## **Chemical Management**

Manage your complete COSHH strategy through access to more the 750,000 professionally created COSHH assessments and powerful reporting tools.



Whether you're looking to have a single view of EHSQ across your business or use data to mitigate future risk, we can help.





## HOW TRANSPORT FOR LONDON (TFL) ARE USING ALCUMUS INFO EXCHANGE TO MITIGATE HEALTH AND SAFETY RISKS ACROSS THEIR NETWORK

With responsibility for over 31 million people who make a journey on its network every day, ensuring its passengers are kept safe and healthy is a key strategic objective for TfL. As an Info Exchange client since 2013, the software is playing a major role in supporting the business to achieve this goal.



### THE CHALLENGE

TfL has historically used spreadsheets and paper-based forms to capture information about accidents and incidents that happen across The Underground, bus stations and on vehicles. Given the scale of the TfL operation, this resulted in a huge administrative burden on the EHS team and prevented clear and transparent reporting across the business.



### THE SOLUTION

**Christopher Scott**, Product Manager at TfL, says that the roll out of the Info Exchange platform across the organisation offers exciting opportunities to improve the way risk management is reported on across the organisation;

"This year is all about digitising our data, moving away from spreadsheets and paper-based forms we still have, so that we can start to build risk profiles across our network. Utilising Info Exchange for more than just Accident & Incident Reporting, Supplier Assessments and Improvement Actions is key to that, along with pushing out the technology to our operational teams and contractors to use. The Dynamic Risk Assessment module will help us build our data but also get middle management to take more responsibility and ownership for managing their risk."



# RISK MANAGEMENT

---

**Every type of business faces risk of some kind; And while you can't always eliminate it completely, effective management will help you to mitigate the threat.**

## **Risk Mapping & Risk Registers**

Map hazards across your organisation to monitor high risk areas, manage preventative measures and predict future incidents.

## **Insurance Information Management**

Centralise the management of important insurance information including document storage, claims management and policy renewals.

## **Non-conformance Register and Action Management**

Coordinate non-conformance issues across your business through automation of data collection, action management and escalation procedures.

## **Performance and KPI Management**

Collate, manage and report on data gathered from across your business to clearly illustrate performance against KPIs, leading and lagging indicators.

## **Loss Prevention and Security Incidents**

Reduce organisational risk and loss through analysis of key metrics including loss values and types, security incidents and investigations.

## **Project and Programme Information Management**

Improve project performance through the creation of efficient workflows, stage gates, cost control and workflow reporting.

From loss prevention to risk mapping and registers, we help you to centralise your risk management processes and data. Alcumus Info Exchange brings diverse data sets together and enables you to evolve your risk management strategy from reactive to proactive.



# HOW WILLIAM HILL IS USING ALCUMUS INFO EXCHANGE TO MITIGATE RISK ACROSS THEIR BUSINESS

---

**Founded in 1934, William Hill is one of the most trusted brands in the bookmaking industry, with millions of customers from around the world and more than 15,500 people in 12 countries.**



## THE CHALLENGE

As a cash-based environment, betting shops have historically been a target of crime. Fraud, robbery and burglary within a William Hill betting shop will touch many areas within the business, including the shop itself, security, risk and intelligence teams.



## THE SOLUTION

Implementing Info Exchange to manage and record all security incidents has saved a huge amount of duplication, effort and reduced the risk of errors that was typically experienced through the paper-based systems previously used by William Hill.

**Gerard Davies**, Head of Retail Security explains; “Previously, when theft had taken place at a betting shop, the shop manager would call security, who would report the information on to a system. Security would then visit the shop, fill out a paper based incident form, which would then be sent to our intelligence team for reporting and they would manually enter on to an excel spreadsheet for reporting purposes. We now complete all the information online, in real-time, removing the duplicate entry, giving us confidence in the data, as it is less prone to errors and most importantly, have all our data in one place with more time for analysis”.

Robbery and burglary figures are at an all-time low for William Hill, with robberies down more than 70% in the last decade. Gerard believes that their use of Info Exchange has been a contributing factor to this decline. Their ability to analyse the data they collect, coupled with the risk assessment programme they run that also sits on Info Exchange, has helped William Hill to facilitate a more proactive approach to crime mitigation.



# PROPERTY AND ASSET MANAGEMENT

---

**Property, vehicles and other assets are often some of the most valuable resources on a business's balance sheet. Therefore, ensuring that they are managed and maintained effectively should be a key priority.**

## **Asset management**

Create comprehensive registers of all business assets, manage asset lifecycles and schedule vital inspections and servicing.

## **Property Compliance**

Coordinate all health, safety and maintenance related work across your sites, buildings and offices quickly and easily. Schedule recurring work and inspections, diarise mandatory checks and monitor progress against key actions.

## **Property Management**

Manage your property portfolio from one platform, including leases, rents and all supporting legal documentation.

## **Insurance Information Management**

Centralise the management of important insurance information including document storage, claims management and policy renewals.

## **Audits and Inspections Management**

Measure and manage your compliance against regulatory requirements through the creation of comprehensive audits, data analysis and non-conformance tracking.

## **Computer-aided Facilities Management (CAFM)**

Manage all planned and reactive maintenance, remedial action management and asset register through a FM Helpdesk.

## **Permit to Work**

Control and manage information on staff working on key projects to ensure compliance with regulations.

## **Asbestos Management**

Enable proactive asbestos management through survey registers, document storage and maps of affected locations.

## **Fleet Management**

Capture, manage and report on critical information about your fleet including vehicle checks and maintenance, driver incidents and lease agreements.



**Whether you need secure storage of lease agreements, proactive maintenance plans or a reactive maintenance strategy, Info Exchange enables you to manage your property, facilities and asset portfolio more effectively.**





**NORTHGATE**

## HOW NORTHGATE USE ALCUMUS INFO EXCHANGE TO MANAGE PROPERTY RELATED INCIDENTS ACROSS THEIR 86 SITES

**Northgate PLC is the UK's largest commercial vehicle rental provider. Based in Darlington, County Durham, they have over 100,000 vehicles in the UK and Spain.**



### THE CHALLENGE

**Stephanie Bagley**, Facilities Supervisor for Northgate's Central Property Support team explained the scale of the challenge and volume of property related requests that Northgate face; "We receive around 40 requests a day, totalling 800 a month, with most requests acknowledged within the first 10 minutes. These requests can vary from a flooded customer toilet to a roof repair."

With such a wide and varied scale of requests being received every day, Northgate wanted to implement a system that allowed them to manage tickets more effectively, coordinate the required actions and monitor the progress of these jobs through to completion.



### THE SOLUTION

Since the introduction of Info Exchange's CAFM module, Stephanie says that the software has enabled the Northgate team to manage their workload far more effectively;

"The main benefit is the detail that we are now able to easily capture relating to a job. This has allowed us to reduce the ambiguity of some of the requests we receive and keep everyone up to date with how a job is progressing. We can now add photographs, supporting documentation, email conversations, purchase orders and costings to a job. It's reduced the amount of time we spend dealing with the requests, allowed our site managers to concentrate on the task at hand and created visibility across the organisation. It's also quick for our users to log on – they could be on site or at the office, it just takes seconds to access the form."

# CORPORATE SOCIAL RESPONSIBILITY

---

**These days, success in business doesn't just depend on what you do, but how you do it. Demonstrating your values as a business can offer a distinct competitive advantage.**

So whether you need to quantify the environmental impact of your operation or manage customer feedback and complaints, Info Exchange will enable you to demonstrate that you operate in an ethical and sustainable way.

## Accidents, Incidents and Event Management

Undertake full management of the accident or incident cycle through comprehensive data capture, action management and reporting.

## Audits and Inspections Management

Measure and manage your compliance against regulatory requirements through the creation of comprehensive audits, data analysis and non-conformance tracking.

## Risk Assessments

Create dynamic risk assessments that map hazards, assign trackable actions and manage control measures across the risk management lifecycle.

## HOW ENGIE USE ALCUMUS INFO EXCHANGE TO COMPLY WITH ENERGY LEGISLATION AND REDUCE THEIR CARBON FOOTPRINT

---

**ENGIE is the leading provider in three key areas: energy, services and regeneration. They combine these capabilities to meet the needs of individuals, businesses and communities throughout the UK.**

Having been an Info Exchange client for four years, ENGIE turned to us to support them in meeting a growing demand to demonstrate their compliance with legislation relating to emissions, waste management and carbon footprint.



### THE CHALLENGE

As an energy provider, measuring their carbon footprint is clearly of great importance. **David March**, Group Environment Manager for ENGIE UK & Ireland, explains how Info Exchange has transformed their environmental data collection and reporting process:

"Prior to Info Exchange, we used an internal system on SharePoint. Uploading of data and exporting into tables was poor – while the reporting features on the system were adequate, there was limited ability to work with the values and export in various formats as required.

Our waste information was completed via a spreadsheet. It was a challenging process, requiring significant time operationally and centrally within the Environment team to combine the data and produce meaningful reports."



### THE SOLUTION

"Since managing the process through Info Exchange, we've seen a huge reduction in administration time, particularly with our waste application. We have 1,400 sites, and every site manager has access to their relevant areas of the system. Therefore, we had to ensure that when we built these applications, there was a centralised reporting function.

Last year, for the first time, we successfully achieved Carbon Trust carbon and waste standards, which demonstrate strong management and reductions in waste and carbon. Info Exchange was influential in this achievement."



# SUPPLY CHAIN MANAGEMENT

---

**Supply chain management can be one of the most complex business challenges – dealing with multiple suppliers, contracts and approval processes, all of which are potentially vital to your success.**

Alcumus Info Exchange helps you to manage your supply chain more effectively by centralising supply chain data, managing permits and ensuring compliance with key SLAs.

## **Permit to Work**

Control and manage information on staff working on key projects to ensure compliance with regulations.

## **Supplier Documentation**

Measure and manage your compliance against regulatory requirements through the creation of comprehensive audits, data analysis and non-conformance tracking.

## **Supplier Approval**

Manage the supplier approval process from start to finish, collecting and storing vital information, documents and contracts.

## **Supplier Assessments**

Ensure that your supply chain is meeting SLAs through performance assessments and reporting, enabling you to drive more value and reduce supplier risk.

## HOW MULTIPLEX MANAGE THEIR CONTRACTORS WITH INFO EXCHANGE'S PERMIT TO WORK MODULE

---

**Multiplex is a leading global construction company, headquartered in Sydney, Australia. They specialise in high-rise and high-end residential buildings. With such a large employee base, it's imperative that Multiplex manage their permits and contractors effectively.**



### THE CHALLENGE

Multiplex handle over 350 permits per day across six sites. Historically, permits to work had been managed manually using notepads which had created a huge administrative burden on the business. This process required significant human intervention, was hugely time consuming and resulted in significant potential for mistakes to be made as a result of human error. It also meant that Multiplex had limited visibility of the status of their contractor workforce in real time.



### THE SOLUTION

**Ali Ghate**, SHEQ Technical Manager, says that Alcumus Info Exchange has transformed the way they manage their contractors; "It was a huge administrative task, and since transferring to Info Exchange it's saved us a lot of time. We can review permits remotely, which has significantly improved the time spent on what was previously a laborious task.

What's also helpful is that we can look at the status of the permit and filter by status such as approved or rejected. Previously this was logged on Excel, which caused significant delays."

Multiplex were so impressed by the efficiencies Info Exchange has offered that they are now rolling out additional modules to support their wider supply chain and EHSQ strategies.

---

# MULTIPLEX



Alcumus Info Exchange  
Newhouse Farm Business Centre  
Langley Road  
Edstone  
B95 6DL  
  
T: 0371 454 3916  
E: [info@alcumusgroup.com](mailto:info@alcumusgroup.com)  
  
[alcumusgroup.com/info-exchange](http://alcumusgroup.com/info-exchange)