Incidentcontrolroom.com®
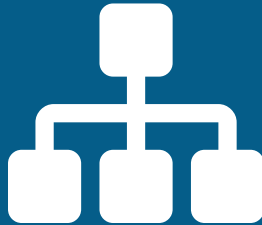# Case Study
Lavendon Group plc

£340m Turnover

A publicly traded company that is the European and Middle East market leader in the rental of powered access equipment.

1 Group, 11 Countries, 76 Depots

Across Bahrain, Belgium, France, Germany, Kuwait, Oman, Qatar, Saudi Arabia, the UK and the United Arab Emirates.
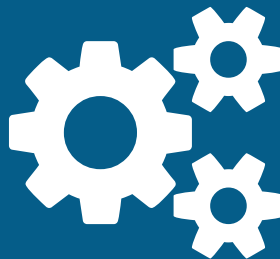
1,675 Staff

Pride themselves on delivering excellent service to their local customers from a global network of depots.

20,000 Access Platforms

Has established Lavendon Group plc as the first choice provider of powered access machines due to its fleet quality and focus on safety and reliability.

Lavendon Group plc

Key Customer Challenges

The security of their people, property & service is the top priority for the Lavendon Group plc. From the very beginning, the objective was to find a software tool that would tie together a global operation to meet this objective.

Maintaining Plans

Given the size of the organisation and the geographical location of depots globally, the client needed the ability to maintain accurate plans and contact information across the group.

Deploying Plans across the Group

Deploying up to date plans across the group was a key challenge for the client given that their staff work across 11 countries. Plans would need to accessible on mobile devices, as well as on their PCs, and laptops.

Exercising Plans / Simulations

The client was keen to find a tool that could help them exercise their plans periodically and produce a record of when it took place.

Consistent Response to Incidents

A tool that would help their staff consistently respond to incidents was a key challenge. They needed a tool that would ensure their plans were actioned, no matter who was responding to the incident. Predefined Incident Response Plans (see below for list of incident types) would need to be easily transferable onto the tool.

Live Incident Updates

Providing live incident updates to the senior leadership team presented a major challenge given that the team travel on a regular basis and are not necessarily always in HQ.

Connecting Teams during Incidents

During incidents, teams would usually use email, instant messaging, sms and phone to connect teams. When communicating across many channels, it was very difficult to maintain a common operating picture for the leadership team.

Report Generation

The client was eager to find a solution that would help them capture and report key information from a particular incident, preferably date & time stamped.

Collating Metrics & Analysing Trends

Collating data from incidents across a global organisation entailed a lot of administration effort. The software tool would need to automate these tasks, and present data to the user based on their position in the organisational structure.

Lavendon Incident Types:

- Large scale temporary loss of staff
- Denial of site or location
- Loss of electricity
- Disruption to transport
- Loss of mains water and sewerage
- Loss of availability of oil or fuel
- Loss of telephone and IT systems
- Serious Incident

Lavendon Group plc

Project Results

Centralised Global Management System

ICR is configured in line with the organisational structure of the group. By doing so, we have been able to centralise their global business continuity / incident management system.
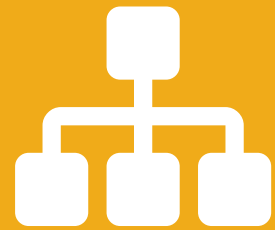
Self Administered

From their group office, the client has full control over the administration of their system. Trained super users can build, maintain & deploy up to date plans across their organisation at the click of a button.

Multi-Lingual

User friendly web & mobile applications are translated in each user's preferred language i.e. German, French, Flemish, English & Spanish. This ensures that the user easily navigate the software in their own language and in turn can respond quicker when dealing with an incident.

Deployed to Mobile & PC

Plans, contact information, documents & drawings etc. are deployed instantly to designated users on their mobile device, pc or laptop ensuring at all times, they have access to the latest version.
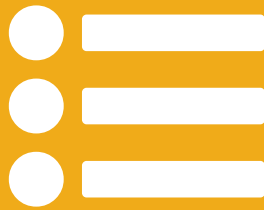
Standardised Group Wide Response

Action Cards™ have standardised the response of users across the organisation ensuring incidents are dealt with in the same way. By doing so, the client minimizes human error, and has increased effectiveness of the response.

Live Incident Reporting

ICR™ provides a live incident log, available on mobile, pc or laptop. This ensures the leadership team can be kept up to date with the latest developments regardless of their physical location.

Connected Teams

ICR™ connects teams during incidents through the ICR™ mobile & web apps which act as a common platform for discussion, task tracking and close out, as well as instant messaging.

Automatic Report Generation

We now save the client hours, days and even months by automating incident reports and metrics. Now, they have instant access to key data from across their group which can be printed easily or used for planning processes.

Nationwide Platforms
A Lavendon Group Company

"During our company risk assessment our Business Continuity Planning System which was paper based – was highlighted as a potential risk to the business if an incident did occur. Our processes needed improving to ensure incidents could be handled in the best possible way, ICR™ has negated that risk. After researching multiple software products, none fitted the bill as closely as ICR™. ICR™ has been developed specifically for our industry to deliver multi-site incident reporting. It acts as a silo of data and information that is easily drilled into to get relevant information quickly. It reduces the risk of having inaccessible and out of date data that our Incident Response Teams can't get to, when they need it. Its compatible nature integrates directly into our HR System ensuring all contact information is current and accurate. It is flexible enough to transfer incident handling from one device to another depending on responsibility."

Chris Nightingale, Quality Manager

INCIDENTCONTROLROOM.COM®

We build mobile applications that captures data at the scene of incidents and relays that information to those who need it in real time. Our software tools aid the readiness, response & reporting of organisations in managing their incidents.

SOFTWARE AS A SERVICE

Short Term Licencing Agreement between you & Incidentcontrolroom.com® usually 12 months.

PER USER PER MONTH

Scale up or scale down depending on your organisation's needs. Licencing subject to minimum order value.

HOSTED CLOUD SERVICE

ICR™ is a hosted service, meaning we host it, make sure it's available 24/7/365, and that it's secure, so you don't have to.

TECH SUPPORT

Got a problem? Give us a call during business hours and we'll be happy to help.

FREE UPGRADES

Get free general release upgrades to both web & mobile applications throughout your licencing agreement.

NO HIDDEN FEES

Includes cloud storage costs, security, mobile apps etc.

NO ADDITIONAL HARDWARE

Remember we have iPhone®, iPad® & Android™ apps that will work on your own handsets.

IT'S YOUR DATA

It's your data, now and forever.

FUTURE PROOFED

We're continuosly investing in our products to keep pace with the latest technologies.

REQUEST A FREE DEMO
It only takes 2 minutes