

DISCOVER

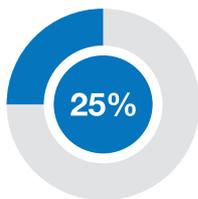
How Moss reduced health and safety incidents by 25% in one year.



“The Intalex platform allows us to analyze EHS metrics in real time and respond more quickly to positively influence future events.”

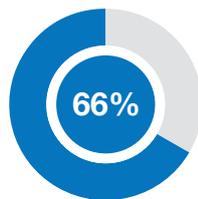


Scott Gerard
Vice President, EHS
Moss



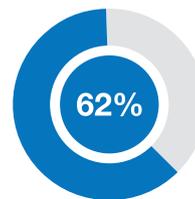
Reduction

in frequency of injuries from 2017 to 2018



Less money

spent on injuries from 2017 to 2018



Less time

spent on claims submission



\$110,000

saved on hand injuries in one year

Leading the Industry

Moss is a leader in the construction business in America, building residential, educational, correctional, public assembly and military projects, with a specialization in solar construction. With offices that extend from Florida to Hawaii, the family-owned company has been recognized by the Occupational Safety and Health Administration (OSHA) as an elite construction company within the agency’s Safety Recognition Program. Moss specializes in creating work environments that are safe, secure and supportive. At Moss, they recognize safety as a value and expect the same from every partner, vendor and subcontractor with whom they work.

“If people aren’t safe on sites and we are not mindful of the environment, our entire business is at risk. By choosing to partner with strategic subcontractors, we have grown our business since 2004 from \$5 million to \$3.5 billion,” says CEO Bob L. Moss. “Safety is a foundation for sustainable growth. Without the efforts of the entire team and our excellent safety record, we could not have grown this quickly. It’s all about keeping people who work on our sites safe and ensuring people who live in the area are also safe. **Safety means work gets done – on time and on budget.**”

Bringing it All Together

Moss was looking for a fully integrated safety, risk and claims management platform. The company needed to integrate its dispersed and siloed data into a single database. They could use it to extract knowledge that could be used to understand what was happening in the business and to identify opportunities for improvement. [Legacy manual systems simply would not allow Moss to be predictive and achieve the kind of growth rate they were seeking.](#)

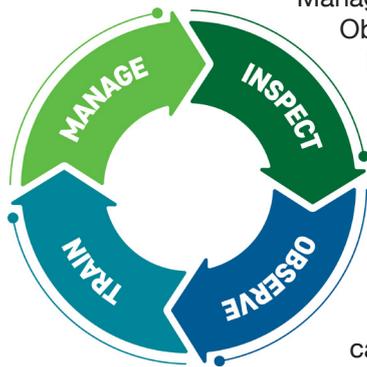


“To assess the number of incidents that occurred at our sites, we had to search 60 different flat files and individually count the number of accidents that may have occurred,” says David Glasser, Moss’ Director of Risk Management. “The process to log, document and report injuries was manual and took a lot of time.”

Moss’ Safety Management System had a good foundation, but lacked comprehensive and analytical views – including the ability to assess incidents and claims together. It also did not have predictive analysis capabilities. Moss wanted to move to an SMS/RMIS (Safety Management System/Risk Management Information System) that provides a more integrated view of a working environment.

Constructing a Partnership

Moss turned to Intelix in early 2016, not only because they saw how the software could benefit their operations, but also because they recognized that Intelix shared its corporate values and culture. The more Moss learned about Intelix, the more natural a fit the partnership seemed to be.



Moss launched the Intelix EHS Incident Management and Claims Management applications in late 2016. In 2018, Safety Hazards, Observations, Training Management, and Safety Meeting Management went live.

“We have created a feedback loop, with all of those apps folding back onto themselves and sharing information back across the platform so that we can continue to refine our safety efforts,” says Scott Gerard, vice-president of Moss’ Environmental, Health & Safety.

“Our manpower is finite, so we want to be as efficient as we can in making sure we’re always looking in the right direction when it comes to preventing injuries and protecting the environment.”

At each step of the partnership, Moss has felt a high comfort level with Intelix’s approach. Says Gerard: “We’ve never felt like we’ve been pushed into a solution. There’s a lot of active listening on Intelix’s part — listening to understand what the issue is, or what the goal is, and then respond accordingly. It’s phenomenal.”



Taking EHS to New Heights

With the Intelex EHSQ platform, Moss' 20-member cross-country safety team has moved beyond its older flat-file processes, which were powered on a shared server for 14 years, to a fully integrated platform that provides safety, risk and claims management.

Having everything driven through Intelex integrates all data into a single database where more comprehensive analysis can occur. Moss is now able to see trends across the entire footprint of the company. Intelex told them where to spend their safety-related efforts.

“For instance, scrapes and abrasions were largely inflicted on workers' hands while they were stripping formwork and rigging cranes,” says Gerard, adding that many of these incidents were likely related to ineffective personal protection. “We drastically reduced those two injuries by using specially designed, test-specific gloves. Because of the potential for head injuries, we are moving to rescue-style safety helmets.”

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The transition to Intelex required some changes, but users took to the new system quickly. Managers appreciate the system and even long-term employees say they like the change and can see the benefits Intelex brings.

One of those benefits is time-savings. Today, Moss spends less time on paperwork and more on prevention. **It used to take our site safety manager 43 minutes to submit a claim. With our Intelex claims management software, that process has been reduced to six minutes,**” says Gerard.

Moss' most recent app addition – Safety Hazards & Observations – is helping the company better communicate with its field operations team members and its extensive network of contractors. If one of them is struggling with a high rate of injuries, for instance, Moss can utilize metrics provided by Intelex to have fact-based conversations with them. Everyone benefits from receiving measurable metrics that they can strive to improve against.

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Improving with Insights

Moss is experiencing 30 to 40 percent year-over-year growth. Today, Moss has \$2 billion in annual revenue. *Maintaining its impressive TRIR of 0.44 at an LTIR of 0.15 may not have been possible without the use of EHSQ technology.*

The goal moving forward is to continue lowering incidents — something Moss believes is entirely possible with insights gathered through the Intelex reporting tools.

About Intelex

Intelex Technologies is a Toronto, Canada-based provider of Environmental, Health & Safety, and Quality (EHSQ) Management and workflow software for organizations of all sizes. The company is a leader in software-as-a-service solutions and serves customers from across a wide range of industries, located around the world. The Intelex platform is a mobile solution and provides integrated tools for front-line EHSQ professionals.

Learn how Intelex solutions can help your organization.

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