



Customer Success Story

Biomedical Device Manufacturer Improves Contractor Safety, Saves Time & Cuts Costs with VelocityEHS



A global leader in biomedical/biotechnology engineering and medical device manufacturing recently began using VelocityEHS Contractor Safety & Electronic Permit to Work to improve contractor management. Management of workplace safety for all workers, including payroll employees and contractors, is a key consideration, for all companies, and is especially important for the brand identity and reputation of companies in the biomedical device sector, because protecting human health is their core business principle.

A common EHS management challenge in this sector is the fact that many companies use a **lot** of contractors and managing contractor safety without the right technology tools is time-consuming and inefficient. A customer representative told us that prior to partnering with Velocity, paperwork management for their contractors ate up a huge amount of time, with a substantial portion of that time spent just waiting for contractors to complete and sign paperwork in the reception area.

The customer representative explained that **Risk Assessment Method Statements (RAMS)** management was a particular sticking point. RAMS are a method to assess risks and outline control measures for specific tasks to ensure safety during construction projects. They're a critical checkpoint in the customer's contractor safety program, but the process was very time and resource intensive.

The company decided to investigate further by conducting a **time and motion analysis**, a business efficiency study that assesses the actions or "motions" needed to complete tasks, and the time involved. Company representatives reviewed 1,158 RAMS completed over a one-year period, which were associated with approximately 3,000 permits. The results, in

their words, were "staggering." Company representatives said that the cost per contractor for "waiting in reception, before they even picked up a tool" was \$26,634. When the company factored in the additional administrative time spent by departments involved in the process, **the total cost of waiting time exceeded \$300,000 per annum.**

To sum it up, the customer had uncovered inefficiencies of their paper-based systems that were leading to significantly elevated costs per contractor, showing a definite opportunity to improve their contractor management systems and processes.

VelocityEHS Helps Build Contractor Management Maturity

According to the company representative, their awareness of these pain points motivated them to move away from their obsolete paper-based systems and seek out software support. They found that support with [VelocityEHS Contractor Safety & Permit to Work software](#).

Permit to Work is a system employers use to control and reduce the risks of highly hazardous work, such as working at heights, entering hazardous atmospheres or confined spaces, performing work on high-voltage systems, or conducting hot work such as welding, torch cutting and brazing. A permit to work system is an important ingredient in a larger governance approach to safety for both full-time employees (FTE) and contracted workers, often referred to as **control of work**. The goal of control of work is to ensure that hazardous work does not commence without a proper review, approval, and confirmation that the right risk controls are in place.



The effectiveness of any control of work system depends on how well both host and contract employers can access and understand information about the status of contract work activities and related permits. That's where VelocityEHS helped the customer to improve their visibility and control. For example, [VelocityEHS Contractor Safety & Permit to Work software](#) enables a real-time view of all permitted work occurring on site, including contractor work and project status, along with easy access to the documentation they need to verify proper reviews and approvals have occurred. Using these capabilities, the customer was better able to follow through on their plans to reduce inefficiencies and improve overall management performance.

The customer representative stated that using Velocity software has already helped them improve their contractor management program maturity.

"We'd talked to a couple of vendors, but Velocity was exactly what we needed. We have a control of work system in place, which we've never had before. If we are audited, we will have the ability to look up our site map and know what contractors are on site, and where they are on site. We will know what permits are assigned to that contractor and how many are actually assigned to that contracted work as well."

Another advantage, according to the company rep, is that the software more effectively organizes Permit to Work information by linking related permits together. For example, if the company initiates a general permit for contracted work that later leads to a permit for hot work or electrical work, the related permits will all be "daisy-chained" to the initial permit, as the representative put it, so it's easier to review the scope of work activity, evaluate potential permit interactions, and confirm that approvals take place at every step.

Using [VelocityEHS's Contractor Safety & Permit to Work software](#), the company was able to establish sustainable, high-performance control of work programs and all but eliminate their reliance on physical paper trails.

Working with VelocityEHS

Company representatives praised their collaboration with VelocityEHS, noting that the Velocity team was responsive, engaging, and supportive throughout their implementation. One reason that VelocityEHS made such a good partner is that, from the outset, Velocity understood that EHS professionals are the true heroes of the story and had the primary goal of providing tools and resources needed to make a positive impact.

The customer also gained confidence from knowing that their partnership wouldn't end with the signing of the contract. Velocity worked closely with them to ensure a successful roll-out and implementation.

"From the time that we contacted Velocity, the team down there have been absolutely amazing," a customer representative said. "They're really easy to work with, very relatable, and very engaging. There's never a delay or a lag in addressing any request or concerns that I have. They're always on hand to support me and answer any of my questions."

The company representative reported being initially worried about adopting a software system but found the implementation process "seamless" all the way through and concluded that the whole process has "actually been amazing."

The company is currently training all employees who interact with contractors or control of work systems how to use the VelocityEHS software, and they have the full buy-in of their site leadership team. They're happy with the reduction in contractor wait times and improved efficiency they're already seeing with VelocityEHS. Given that the previous study identified \$300K in costs associated with contractor management lag time, there's a tremendous opportunity for cost savings. The customer representative states that everyone in the organization is looking forward to repeating the time and motion study next year, anticipating "more good results, and more reduction in costs."



VelocityEHS continues to raise the bar for contractor safety, control of work, and permit to work management with innovations like the all [new AI-driven contractor compliance and verification capabilities](#) in the Contractor Safety solution. The new AI-driven verification functionality allows Velocity Contractor Safety & Permit to Work customers to:

- Collect, track, manage contractor compliance in one place
- Process Certificates of Insurance & OSHA Logs 7x faster with AI
- Easily control risk and cut administrative work by 90%
- Proactively identify gaps at all sites and all levels

If you're still relying on paper-based systems or a loose collection of obsolete software systems to manage contractor safety, it's never too late to make the transition to a dedicated contractor safety management software solution. Take the first step toward smarter, safer operations and see for yourself how VelocityEHS Contractor Safety & Permit to Work can help you be the safety hero you want to be.



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