

INTELEX

CASE STUDY



THALES

Building a Future We Can
Trust: How Thales Supports
Security and Innovation
with Intellex

Thales is a French technology company operating in 68 countries on five continents with approximately 80,000 employees. While the current organisation was founded in the year 2000 after evolving from Thomson-CSF, Thales can trace its history of innovation as far back as its initial mission of power generation and transmission in 1893. Today, Thales is a global leader in technology to support defense and security, digital identity solutions, ground transportation, space and aerospace. Its technology investments include big data, artificial intelligence (AI), connectivity, cybersecurity and quantum technology.

Thales' customers are typically large organisations such as government agencies and cities that support critical missions and infrastructure. To meet these complex requirements, Thales provides systems that are secure and resilient under extreme pressure. Thales prides itself on its commitment to ethical, responsible and sustainable research and development in service of helping societies meet their challenges and realize their potential to support human progress.

With such an extensive organisation, Thales needed a dynamic, flexible solution to meet its health, safety and environmental requirements.

"Before Intelex, we were using a different solution, but it wasn't evolving at the same pace as our business needs were,"

says Maxime David, the HSE Management Coordinator responsible for supporting digital management systems at 280 sites for health and safety and 190 sites for environmental. Since the beginning of its journey with Intelex in 2016, Thales has developed a management system approach that can keep up with its innovative business strategy. "Intelex is more flexible than systems we've had before," says David. "It's more adaptive and helps us to achieve better improvement to our HSE maturity. We can evolve and make the system better year after year."

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**- Maxime David
HSE Management Coordinator**



Flexible Solutions for a Complex Organisation

Thales provides sophisticated technology solutions to support the critical missions of complex organizations around the world. Supporting the management systems for HSE across every Thales site requires a digital solution that is resilient and flexible enough to meet the demands of large-scale data collection and analysis, including data for global environmental impact and data for the number and classification of safety and environmental incidents. “The system has to be able to help track safety indicators and KPIs,” says David. “We need visibility into the improvement of our performance so we can understand how we can make it better year over year.”

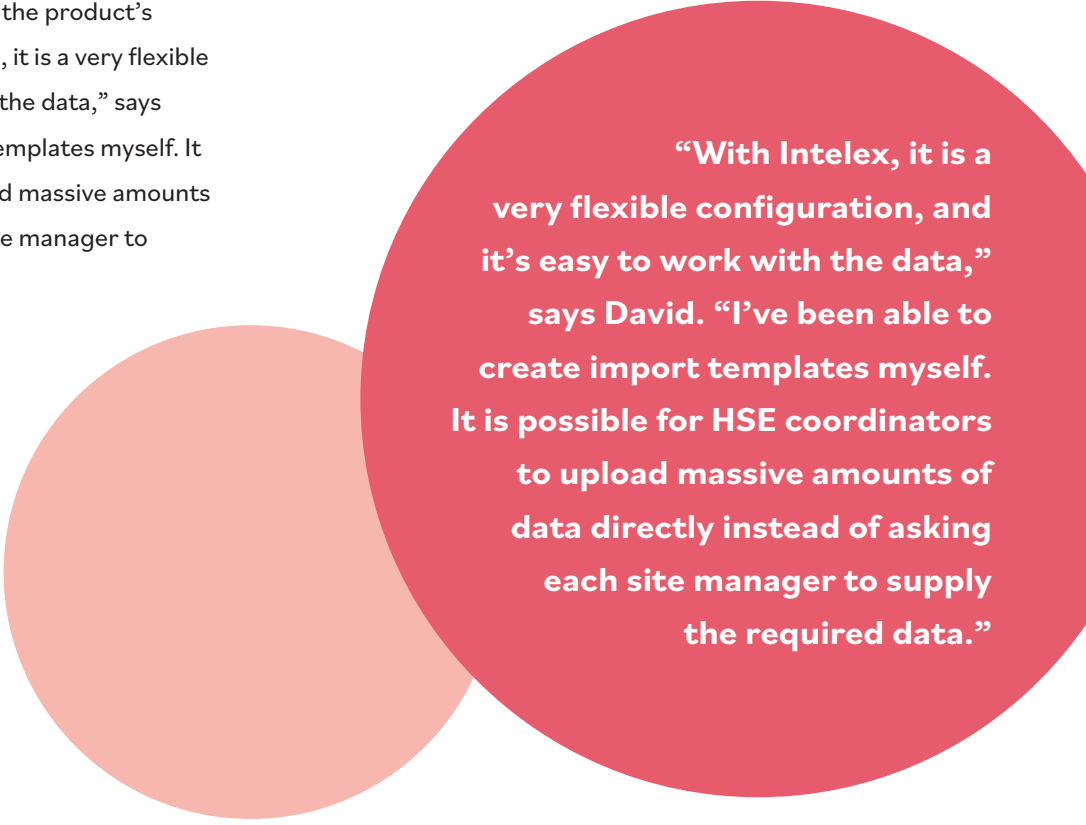
Thales had an existing digital HSE solution in place, but it was a challenge for the solution to support the flexibility and customization Thales required for its HSE data. When looking for a new solution, Thales launched an RFP and an RFQ to solicit potential systems to replace their existing solution. Thales made the selection of the new solution a truly democratic process by giving each global region the opportunity to vote on the finalists.

When it came to choosing Intelex, it was the product’s flexibility that won the day. “With Intelex, it is a very flexible configuration, and it’s easy to work with the data,” says David. “I’ve been able to create import templates myself. It is possible for HSE coordinators to upload massive amounts of data directly instead of asking each site manager to supply the required data.”

Thales implemented SPI (now known as Corporate Reporting for ESG) in 2016, followed by Incident Management, these applications being compulsory for all sites. Environmental Aspects and Impacts, Job Safety Analysis and Action Plans were added later, with area managers free to decide which applications they want to use depending on how each one applies to their requirements.

“SPI [Corporate Reporting for ESG] has a flexibility that helps us to adapt to new challenges such as working with data inside the database,” says David. “It allows us to meet different needs in different regions. We’ve shown it to external agencies and auditors and they see it as a positive feature because not all systems are as flexible as Intelex.” Thales is also building an external BI dashboard using Rest API, to allow all users throughout the organisation to improve KPIs, visibility and enhanced data analysis.

According to David, the Customer Success team at Intelex continues to provide expertise and insight to help improve the digital tools supporting the HSE management system. “The CS team is very useful for discussing everything we have in ILX,” says David. “We meet monthly to discuss any issues we have and the next steps.”



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Continuous Improvement and Evolution

The configurability of Intelex has allowed Thales to support regional sites in ways that suit their specific needs. “We can make the app evolve,” says David. “For example, some areas wanted to be able to identify high-potential incidents. We were able to add a field and set it for only these areas. We can make the tool adapt to the different safety maturity levels of each country.”

SPI’s [Corporate Reporting for ESG’s] flexibility has been particularly useful as Thales moves to support green electricity. The ability to configure the system allowed Thales to customize the questionnaire to achieve precise indicators and to restructure how to enter the data. During the most recent reporting campaign, Thales used 155 primary indicators in the questionnaire sent to each site for the quarterly campaign. The yearly campaign used 510 primary indicators totaling approximately 215,000 indicators across all the sites.

David emphasizes that training is a critical component of implementing new systems and supporting HSE culture. “Workshops and training programs are a part of a cultural shift that puts safety and environment at the fore and upskills workers to get them bought into the process,” he says. Worker adoption depends on them knowing the system and how to complete the tasks required for collecting and analyzing data, which makes training a critical part of the implementation program, especially when the applications are heavily configured.



Meeting Future Challenges

As an organisation supporting complex and critical projects, Thales needs to maintain a rigorous approach to continuous HSE system improvement. Future projects for Thales include enhancing the way it collects data from its internal systems and from the systems of acquired organisations, which don't always cover all the primary indicators as extensively as Thales does. Thales would also like to eliminate as much as possible manual processes for collecting and entering data to ensure the Intelex system has all the necessary data for supporting critical safety indicators and environmental reporting, and to ensure HSE managers are focused on the operational part of their job.

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For over 30 years, Intelex has been making a difference in the world by helping our 1,400 customers achieve safer, more sustainable operations. Our web and mobile solutions streamline and simplify environmental, safety, quality and risk management, empowering organizations to meet the challenges of an increasingly complex marketplace while minimizing negative social, environmental and human impacts. Intelex is proud to be an operating company of Fortive Corporation, which provides strength in numbers, strength in skills and perspectives and strength in our shared conviction to make an impact.