evergreen

Pristine Condition International Ltd

A specialist manual handling training company providing bespoke training courses to over 2000 companies worldwide.

Course Management System for Health & Safety

Davy Snowdon MBE, a former Olympic Weightlifter, established Pristine Condition International Ltd to improve health and safety and reduce injuries at work by utilising the human body efficiently. The training they provide is very much based on working with employees at risk in situ, on the ground floor, performing real world tasks.

As Pristine grew, their office staff faced administration and organisational challenges which wasted valuable time when managing and building relationships with customers. They had identified operational issues with the way in which they logged training records and created certificates, and so approached Evergreen with a view to amending, updating or replacing their current system as they felt it no longer fully met their needs.

Getting to the Heart of the Problem

The Evergreen team, led by **Project Manager Lewis White**, spent time getting to **know the business and fully understand the issues** and their needs. In particular, they helped them to break each step of the training records process down to see what the issues were so that they could provide ideas and solutions.

> *"We were unsure where to begin with the creation of a whole new system for something we had been doing manually for years and years."*
> **Heather Adamson, Customer Accounts Manager**

This initial requirements stage identified that managing bespoke training records for clients involved a lengthy and complex administrative process. Their old process involved multiple paper trails, spread-sheets that needed data to be copied and pasted across them by various team members both working remotely and in the office. Each element of the process increased the risk of mistakes as well as creating considerable duplication.

A New Course Management System

Evergreen recommended the creation of a **Course Management System** as a simple, cost-effective, tailor-made solution that would be specifically designed to suit the needs of the field-trainers recording information on site in relation to attendance, course completion and certification.

The Pristine web application once developed enabled the training team to:

- digitally record attendance at training whilst on site
- generate attendance lists, course certificates, training information and updates for their clients
- create secure and password protected access to information for trainers and employees remotely and back at their office

There were many advantages of creating a web application. It was quick to develop and gave them a secure platform to record and store training information whilst away from the main head office so they could work efficiently at home, clients' sites or back in the office from any device.

Tasks were simplified, duplication and manual data manipulation removed leaving the trainers more time to spend with clients on actual training. It has the capability to be developed further as the business grows.

Harness the Potential of Web Applications to Improve your Business Processes
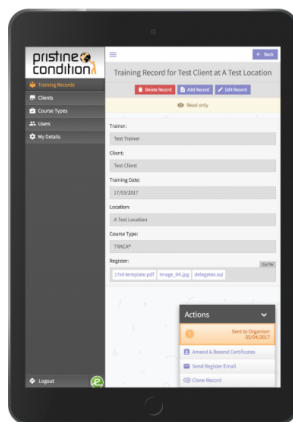
For further information about how **developing a bespoke Web Application** could improve your processes and efficiency when working off-site or across multiple locations contact the team at Evergreen on 01454269087.

Click here to visit pristinecondition.com

> [The system] has transformed the way we work. Reducing the amount of administration that our trainers have to undertake has not only improved our service to customers but saved the business time and money.
>
> **Heather Adamson**, Customer Accounts Manager
> Pristine Condition International Ltd

> With our business growing, we decided we needed to use our resources more carefully, creating more time to be spent liaising with our customers as opposed to creating spreadsheets!
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> **Heather Adamson**, Customer Accounts Manager
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