



**Softtek**<sup>®</sup>

**CASE STUDY** | GOVERNMENT

**Agile development  
helps world-renowned  
lab develop safety  
management system  
and add critical  
features faster**

softtek.com





# About the customer

Our client is a world-renowned research facility and scientific lab whose technologies developed—particularly those related to energy efficient breakthroughs—have been attributed to billions of dollars in revenues and savings for users across industries.



**The multiprogram lab and its highly accredited scientists and engineers are associated with multiple Nobile Prizes and high scientific honors**



**Thousands of visiting scientists and engineers, postdoctoral scholars, and graduate students**



**Founded in the 1930s**





# Business challenges

Across its lab and research settings, our client must effectively create activities with proper hazard analysis, approvals and controls, authorizations, and post-project measurements and improvements. Its current process was not unified, lacked the tools to authorize a diverse range of work activities, and needed to define work at the activity level rather than the worker level for compliance purposes. Surprisingly, there was no solution on the market that combines all authorizations in a single program. Our client needed a partner to develop a custom web application for those processes to be conducted through a single integrated system to reduce risk, improve compliance, and ensure all hazards are controlled and all work is authorized.

1

Solution requires an easy-to-use interface with intuitive navigation, features, and instructions.

2

Solution must enable a customized view of information based on the user's role.

3

Solution requires different levels of access permissions and leadership must be able to review and modify activities and controls from the system.

4

Solution must have mobile device accessibility to critical workplace safety information and specific daily processes.



# How Softtek comes into play

Although our client had a clear goal to authorize work and control hazards, the project was subject to changing functionality requirements as it progressed. Softtek was chosen to lead the development and implementation of the new safety management system based on its proposed Agile development and Minimum Viable Product (MVP approach), which enabled functionality to be rapidly developed and tested with control groups before being released to all users. The result was a fully integrated safety management system that covers the end-to-end worker and hazard controls per activity.



**Developed the system following** Softtek’s Agile approach in three phases: create the backlog and define the architecture (5 sprints), iterate MVPs and get user feedback (10 sprints), then complete the remaining user stores and improve based on feedback cycles (14 sprints).

**Enabled certain tasks** to be executed on mobile devices based on client input.

**Built in useful features** such as a hazards library, group collaboration for safety and activity managers, and integration with other lab data sources for greater visibility.





# Business impact

Our client's safety management system allows it to continue doing what it does best—research and develop innovative solutions at its labs—while maintaining complete oversight of hazards, controls, and authorizations to keep people safe and expedite lab activities faster. In fact, other labs have shown interest in acquiring similar tools based on how effective it has been.



Within the first two years, Softtek enabled up to 1,500 mitigation actions for 500 critical tasks available to 7,000 associates.



#### ABOUT SOFTTEK

Founded in 1982 by a small group of entrepreneurs, Softtek started out in Mexico providing local IT services, and today is a global leader in next-generation digital solutions. The first company to introduce the Nearshore model, Softtek helps Global 2000 organizations build their digital capabilities constantly and seamlessly, from ideation and development to execution and evolution. Its entrepreneurial drive spans 20+ countries and more than 15,000 talented professionals.

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