



CONSENTIA
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SAFETY AND ENTERPRISE CONTENT MANAGEMENT: A SUCCESS STORY

About TJ's

TJ's Oilfield Contracting Ltd. operates more than 100 pieces of heavy equipment to provide services to the oil, forestry, and construction industries in northern Alberta. Aboriginally owned, TJ's respect for the land and its communities is fundamental to their work ethic and work tirelessly to uphold the best practices for their employees and customers. Safety is paramount to TJ's business and corporate culture, as is reflected in the company tagline: "Safety First, Last, and Always." They boast an outstanding safety record, and hold a valid COR certification with the Alberta Construction Safety Association. This commitment to safety is backed up by investment in staffing and in continuous training. TJ's employs:

- Corporate Safety Lead
- Site NCSO Officers
- Safety Administrators
- Quality Assurance and Quality Control Officers

Staff receive the safety training needed for their jobs including:


- CSTS
- TDG
- WHMIS
- H2S Alive
- First Aid
- OSSA
- PCST
- Bear Awareness
- UTV Training

"Safety First, Last, and Always." – TJ's

The Challenge

Operating a rapidly growing business in the heart of the Canadian oil sands brings some significant business challenges. The IT infrastructure that once served a small business is just not suitable for a business with hundreds of employees. With much of the work being seasonal in nature, and being in a competitive employment market, this results in a high rate of employee turnover which just cannot be avoided.

TJ's management recognized the need for a better system for managing documents and automating business processes, and perhaps most importantly, their safety processes. Because of the constant influx of new employees, the system needed to be very easy to use. Getting a system that is easy to use would mean that employees would comply with the business processes and not have to spend valuable time learning the system. In addition to handling the typical business documents, such as purchase orders and invoices, the system would need to handle a high volume of safety documents. Every day safety documents are created and need to be reviewed by the Corporate Safety Lead, and others. Keeping track of those documents and ensuring that they are all handled according to the company procedures is essential to ensure a safe working environment for TJ's employees, to protect equipment from preventable accidents, and for the maintenance of corporate safety certifications when audited.



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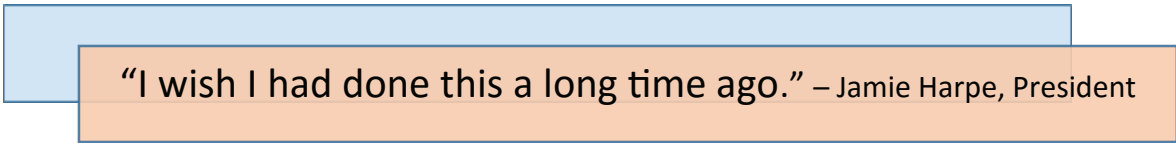
Consentia provided consulting services to help TJ's document their business processes and worked with their IT providers to determine if infrastructure changes would be needed.

The Solution

After looking at offerings from other vendors, TJ's contracted Consentia to provide an M-Files ECM solution. Consentia provided consulting services to help TJ's document their business processes and worked with their IT providers to determine if infrastructure changes would be needed. Consentia worked jointly with TJ's to design the system, then did the configuration, implementation, testing, and training. User training was provided to department managers and key users. Administrator training was also provided to the person designated as being the internal system administrator. Training sessions were recorded for future use with new employees.

As part of the solution M-Files was integrated with TJ's financial system to allow M-Files access to employee and customer information. An OCR option was deployed to ensure that all PDF's being put into M-Files would be text searchable and therefore easier to find.

TJ's approach to the deployment of M-Files utilized a "day forward" strategy. This is where new documents were put on M-Files and existing historical documents were kept in their traditional folder structure; but still took advantage of M-Files Traditional Folder feature to provide users with the ability to search both document sources with a single query. This saved time and money in deploying M-Files and provided easy access to older documents.



“I wish I had done this a long time ago.” – Jamie Harpe, President

The Result

Safety Department

Richard Ferguson, TJ’s Corporate Safety Lead, is very pleased with how using M-Files has made it much easier to do his job. The safety department creates over 40 documents each day, and with M-Files the documents are easy to find. The built in task list helps him handle the volume of information and know where everything is. Ferguson also noted that it is “way easier to train people,” because of the ease of use and the built-in workflows. Although TJ’s hasn’t gone through a safety audit since the installation of M-Files, it is going to make the process of providing the necessary documents to the auditors less of a daunting task.

The Overall Business

Shortly after putting in M-Files, TJ’s President Jaime Harpe said, “I wish I had done this a long time ago.” Harpe noted that M-Files has solved the problems they had with document accessibility, version control, and having copies of documents in too many places. The software was quickly adopted by TJ’s high document volume departments, such as Safety and Accounts Payable. As a result, the staff enjoy using M-Files because the system is easy to use, and in turn makes their jobs easier. Additionally, TJ’s has made their entire Accounts Payable process completely paperless. Now, Jaime is extending the use of M-Files into TJ’s field locations and other businesses she owns: “I’m so excited for the opportunities M-Files is providing and how it makes my business safer, which is huge for us.”

