



Case Study



Executive Summary

Elphinstone Mechanical Services (EMS) is an Australian owned and operated business established in 2005, that offers heavy equipment repairs and a broad range of specialised technicians for labour hire, including HD Mechanics, Auto Electricians, Drill Fitters, Boilermakers, HV Electricians, to the mining and construction industries in Western Australia and overseas.

EMS delivers efficient and quality service, using the latest in specialised equipment to provide preventative maintenance plans and minimise costly downtime. With a strong focus on personalised support, EMS has earned its reputation as WA's industry leaders in heavy equipment maintenance and support. They provide workforce development services including mentoring, e-learning, instructional led training and On the Job training, as well as consultancy services to customers globally. EMS provides long-term planning, strategies and pricing for fleet maintenance, ensuring that vehicles are operating in a good condition that is safe, reliable and can stay on the road longer.

From providing mechanical support for OEM equipment in the mining and construction industries- to providing ongoing field service and specialised labour to the large iron ore companies in the Pilbara, EMS has acquired a vast array of experience and continues to grow and expand its operations to include operational workshops and field service on the Pilbara and the Goldfields.

Problem

Elphinstone Mechanical Services actively encourages their employees to promote and maintain a safe and healthy workplace. With safety being a top priority at EMS, risks are thoroughly managed through hazard assessment and reporting, as well as implementing a Health & Safety Management System which includes regular reviews and audits of critical controls.

Another core value of EMS is having a robust workforce and a diverse range of specialised technicians. With employees working across different fields, maintaining engagement in the workforce can become difficult. Embracing innovation and technology, TOKN's user friendly apps has enabled EMS to maintain safety and wellbeing in the workplace, keeping staff connected and engaged, overall improving productivity.

Solution

Keeping staff engaged drives productivity, improving network stability, increasing efficiency and sales. TOKN's Control Management Solution (CMS) consists of a variety of tools, some of which include; safety updates, live weather updates, broadcast messages, inductions to acquire and maintain key information that is relevant in the work environment, as well as health and wellness.

"We believe that our people's mental wellbeing is equally as important as their physical wellbeing. That's why we have a comprehensive health and wellbeing program to care for our people and promote positive mental health." - Elphinstone Mechanical Services

TOKN's FieldSafe App allows users to proactively identify, report and assess risks through the Hazard Report feature, promoting a safe work environment.

Outcomes

- Faster digitalisation of lengthy processes and workflows - elimination of repetitive, manual paper based process;
- Improved data quality - more effective and faster communication with the ease of being able to clearly identify who has seen the message or not;
- Instant access to all workers in the field, ensuring workers stay safe and connected, increasing engagement;
- High degree of flexibility in how a user interacts with different connected systems through TOKN Workflow, unifying end user data across different business systems;
- Smoother billing process;
- More information being passed onto the frontline and accurate time reporting;
- Increased staff productivity and engagement by delivering company updates and news directly to the individual in remote locations;
- Enhanced the digital capability and increased use of mobility within a simple framework;
- Safety updates and articles, including safe starts, Traffic Management Plans, incidents reviews and safety resources, ensuring workers on site have all of the information they need, in the palm of their hands;
- Real-time feedback to management team about whats been read/interacted with;
- Real-time weather updates added to the app homepage for maximum information flow in a single location;
- Easy distribution of mental health awareness information, working towards destigmatising mental health issues and promoting positive mental health in the workplace.