The Onboarding Experience

Implementing new software for your business can be a daunting task. The transition to a new solution represents not just change, but a potential transformation of operations. Onboarding brings forth concerns about disruption, unfamiliarity and the learning curve associated with new technology.

At SafetyIQ we recognize the common challenges that businesses face when adopting modern solutions. That's why our dedicated team ensures a smooth and supported process.

See what our customers had to say:

Testimonials:

"The transition was one of the easiest undertaken for change management – excellent support from the SafetyIQ team ."

Sandvik Rock Tools

"BMD's expectation of SafetyIQ was met from its very first implementation; ease of sign-up and usability for all subcontractors was vital to its success."

Safety Manager at BMD

"With very little training, the initial SafetyIQ users were on boarded within 24 hours and incorporated key representatives from the Executive team to include, CEO Peter Bennett. Leading from the top has enabled Clough a successful onboarding across the business, with the recognition that SafetyIQ is a safety solution for any team member who has the requirement to travel."

Roberta Selleck
HSSE Manager at Clough

"The expertise of SafetyIQ's dedicated team allowed for an efficient and seamless onboarding. SafetyIQ provides effective solutions to complex risk while allowing our organisation to adjust processes to suit our needs."

Rachel Zerk
HSE & Systems Advisor at Novus Fuels

Capterra:

"SafetyIQ's implementation team worked one-on-one with us allowing us to modify and trial different setups as we went along, getting us to a layout that we all felt comfortable with, instead of a cookie cutter approach. They have a team that is highly focused on customer service and were very easy to work with."

Melynda
Plant Manager in the Consumer Goods Industry

"This has been the smoothest implementation of any process I have ever brought into a company in my 15 years. I wish I would have know of this software my whole career."

Jordan
Safety Supervisor in the Food & Beverages Sector

"I have been extremely pleased with the functionality and customer support. SafetyIQ's customer support is one of the best that I have ever dealt with. I typically have a response within hours of an email."

Ethan
EHS Manager in the Machinery Sector

"The SafetyIQ support team are first-rate and always on hand to resolve any issues and to provide ongoing education and training for users to help them get the most out of the software."

Ian
Assurance Manager in the Oil & Energy Sector

User Feedback:

"The support provided by the SafetyIQ team is above and beyond! Especially seeing this dingdong set up on phone and typed the wrong email to register. The follow up call received was helpful and hilarious."

Jodi Hamilton
Department of State Development, Infrastructure, Local Government and Planning

"Easy to use, good user guide and responsive support staff!"
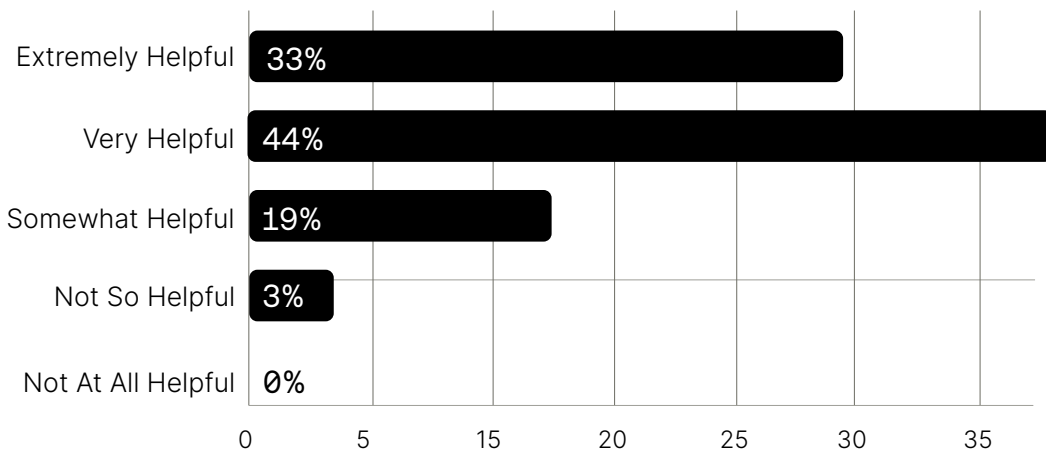
Madeleine Bismire
MPC Kinetic

"Easy to use and the company is responsive to any issues encountered."

Michael O'Reilly
Sandvik Rock Tools

SafetyIQ

Survey:

From the same 2023 Survey, we asked questions based on our users' experience with the dedicated onboarding and support team. The majority of respondents (77%) selected Very Helpful or above.
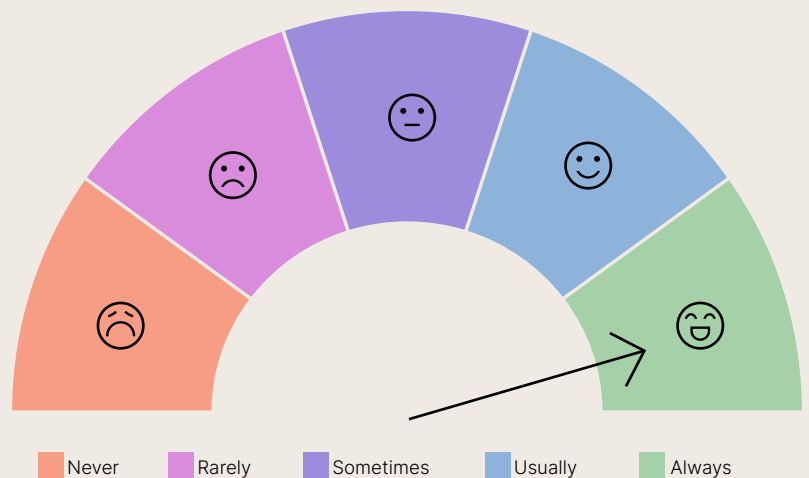
Based on your experience, how helpful is our support team?

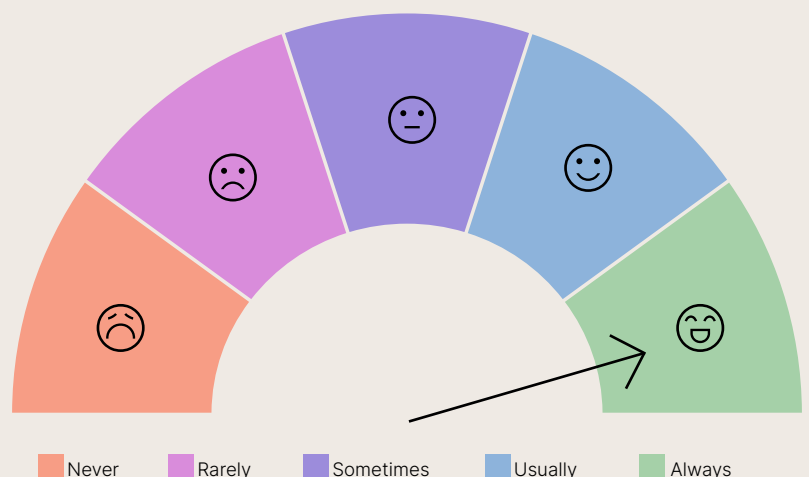| Category	Percentage
Extremely Helpful	33%
Very Helpful	44%
Somewhat Helpful	19%
Not So Helpful	3%
Not At All Helpful	0%

Following this, respondents were asked to give their opinions on the service team's consitency. They were prompted as "Overall, I feel the service team..." then given the context (e.g. communicates effectively). They could choose between Never, Rarely, Sometimes, Usually and Always. See below the results:

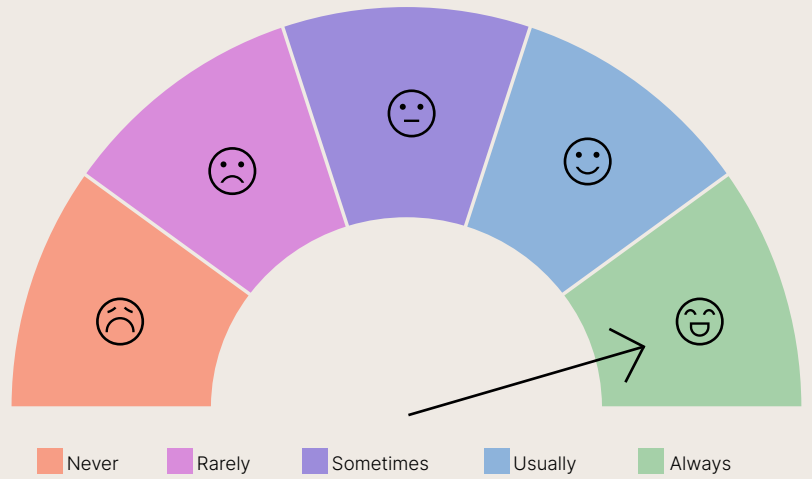# Prompt: Overall, I feel the service team...
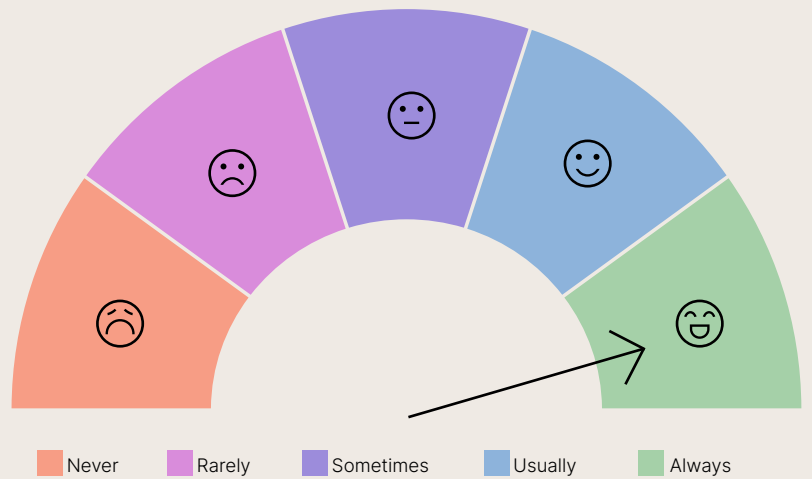
Communicates effectively.

Never   Rarely   Sometimes   Usually   Always

Takes the time to understand my needs.

Never   Rarely   Sometimes   Usually   Always

SafetyIQ

Is knowledgeable of product offerings.

Never   Rarely   Sometimes   Usually   Always

Wants to see me succeed.

Never   Rarely   Sometimes   Usually   Always

Predictability at work.

Will it be hard to get buy-in from staff?

"The staff knew we as a business had their best interests in mind. Many of our team members had already known of SafetyIQ having used the software when out on site with RTIO. It was already familiar and known as an 'easy to use solution'. Interestingly, some of the guys 'tried it on' so to speak. They deliberately failed to check in to see if the system worked and to their surprise it did. The failed check-ins are escalated and personnel are contacted accordingly to confirm safe arrival at their planned destination."

"SafetyIQ has been well accepted by all personnel. We now apply a system where at the end of the day, we know all personnel have returned home to their loved ones or back to camp safely."

Emma Cullen
Employee Relations Manager at Topdrill

"As the manager of a plant, my main concern was how well will the plant floor embrace the software and use it. The initial roll out went seamless and our production supervisors and leads love the new platform. Very user-friendly and we were able to modify the look and feel to custom fit our needs. We have reviewed many other packages and this one beats all the rest based on its simplicity, it gives you what you need without creating a labor of data entry points."

Melynda
Plant Manager in the Consumer Goods Industry

"The whole team was experiencing significant change during this time, including the rapid growth of the team, and some were anxious about using the new technology and changing the way we did things in the region. It was seen as more change upon more change by some team members, however, perspectives quickly improved. In the end, all team members rated SafetyIQ as the best initiative of the year"

Renée McAllister
Regional Director North Queensland at Act for Kids

"SafetyIQ was simple for our people on the shop floor to use which made its adoption seamless. Now the data rolls up to management giving the Safety Team the insight needed to get in front of issues."

Jane B.
Safety Director at a Pharmaceutical Construction Company