

CASE STUDY

SSNS consulting group spends more time working with clients and expanding the business. They report 3 days of saved time per audit.

Location: Nova Scotia, Canada

Industry: Consulting

“The representative understood that I had difficulty with the technology... their high level of support, commonly unheard of in this age, convinced me that this was the solution I had been looking for.” - **Joe Treen, Safety Services Nova Scotia (SSNS)**



Summary

This case study features Safety Services Nova Scotia (SSNS), a small organization facing heavy workloads and using pen and paper for audits. Seeking a more efficient auditing tool, they discovered [Nimonik](#) through positive feedback and decided to explore their services. Impressed by Nimonik's superior customer service and support, SSNS chose their solution.

To learn more about Nimonik and our compliance software solution, contact us at info@nimonik.com or at 1-888-608-7511.

Nimonik's exceptional support helped SSNS convert their paper audit instrument into a format compatible with the app. They found the Nimonik product flexible and attractive, with customized content tailored to their needs. The reports generated by NimonikApp were well-organized and visually appealing, which was crucial as SSNS sends them to clients.

Company Overview

Safety Services Nova Scotia (SSNS) is an organization dedicated to promoting and ensuring workplace safety in Nova Scotia, Canada. As a non-profit organization, SSNS offers a wide range of safety-related services and programs to businesses and individuals across various industries.

With a mission to prevent workplace injuries, illnesses, and fatalities, SSNS provides training, education, and certification programs to enhance safety knowledge and skills. They offer courses on topics such as occupational health and safety, transportation safety, emergency management, first aid, and more. These programs are designed to meet industry-specific requirements and regulations.



Joe Treen

President of SSNS
Occupational Health and Safety

The Challenge

SSNS is a relatively small organization where individuals often carry heavy workloads. The company was using pen and paper to conduct audits. In order to complete an audit, SSNS auditors would:

1. return to the office after a site visit,
2. transcribe their notes into a Word or Excel template,
3. calculate scores,
4. assemble a written report and, finally,
5. send the report to the client.

Joe and his team realized that they had to find a more efficient auditing tool in order to expand their business.

The Search

- Joe heard positive feedback about Nimonik from colleagues and found our website through a Google search.
- He also found several other products that fit his company’s needs, as far as technological services were concerned. However, Joe was looking for a technological solution that also came with superior customer service and support.

The Solution

- Joe found Nimonik’s level of customer service and support to be outstanding from the very beginning. Seeing as part of Joe’s duties as OHS Director is to provide customer service, we take his approval as a great compliment!
- When Joe had difficulty converting his paper audit instrument into a format the app could use, Nimonik representatives did this for him, without charge. Joe says the team at Nimonik understood his difficulty right away, and helped him in an extremely timely manner.
- The reports that NimonikApp generated for SSNS were well-organized and attractive, key features because SSNS sends the reports to their clients.

The Implementation

Joe reports: “With the fantastic technical support I received, the setup was exceptional! I cannot say enough good things about the service I have received from Nimonik. Continued support has been equally stellar with a very fast response to issues and continued feedback.”

The Results

- One year after implementing the Nimonik auditing system, SSNS reports a **time savings of three days** per audit. This translates to substantial savings for a small, expanding company.
- SSNS and its clients are thrilled with the new NimonikApp generated report formats and appearance.
- Joe spends less time writing and editing reports and more time in the field with clients.

To learn more about how Nimonik can help your organization embark on this journey of proactive compliance, do not hesitate to contact us at info@nimonik.com

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