



Accident & Incident Reporting Automation with ProcessSense

Key Points

- Fully automated process implemented across major UK Gov Department using ProcessSense
- 54% increase in the rate of reporting within the first month of the deployment of the process.
- Reduction in time taken to complete investigations aided by the auto-triage function.
- Significantly improved data that informs business improvements and decision making.



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Health and safety is our collective responsibility. Prioritising it is essential to maintaining and building a stronger organisation, one which provides a safe working environment that delivers better outcomes.

Permanent Secretary

Summary

ProcessSense® is Rossera’s flagship automation product that empowers organisations to configure end-to-end business processes that are fully integrated with Oracle applications, offering workers compelling user experiences whilst driving greater self-service and automation.

A recent process Rossera have delivered to our UK central Government client using ProcessSense® is Accident and Incident Reporting (AIR), which has been widely recognised across the department for the numerous benefits it brings to workplace safety, employee welfare and regulatory compliance.

Problem Statement

Our client was facing several critical challenges with processes that undermined workplace safety, employee trust and compliance. Issues such as the under-reporting of accidents and incidents, inadequate and delayed managerial investigations, created a pressing need for improvement across the process.

The legacy system was unintuitive, involved complex navigation and poor data entry experience for users. The client was missing the opportunity to leverage internal data from their Oracle Cloud system, as well as the ability to gather valuable MI and insights that could drive business improvements.

These issues collectively pointed to significant weaknesses in workplace safety, legal compliance and overall management, with negative consequences for both employee welfare and the organization’s operational integrity.



A Single Solution

ProcessSense is a zero-code process automation product designed specifically for Oracle E-Business Suite® and Oracle Cloud Applications®.

ProcessSense was chosen to provide the solution as it is delivered within the existing toolset of the client's Oracle Cloud ecosystem, rationalising support and maintenance costs compared to a bespoke or external solution. This was a clear-cut decision for the organisation as alongside the cost benefits, their technical debt was also reduced



Efficiency Gains

A feature that was built into ProcessSense is the auto-triage function, which has greatly reduced AIR assessment timeframes. This feature is based on data-driven, intelligent business rules we have defined within the system to automatically assess and analyse cases that need to be considered urgently based on the criteria. It has enabled the Health and Safety Team within the department to prioritise cases efficiently, manage their workload and allocate resources effectively.

MI & Reporting

Accurate and comprehensive reporting was essential for our client in the solution that was implemented to enable continuous improvement. ProcessSense merges the data captured in the process with the wider enterprise data sets in the Oracle Cloud environment of our client.

The data captured in ProcessSense is of much higher quality and has been used by our client to build customisable dashboards that drive instant insights to facilitate decision-making to reduce accident recurrence. The data can be used to improve workplace safety, improve regulation compliance and ensure the correct protocols are in place throughout the workplace.

Employee Satisfaction

Throughout the investigation phase of the journey, ProcessSense utilises its notification function to prompt action by users, which has improved employee satisfaction and trust in managerial activities to be undertaken promptly.

The combination of a traceable automated workflow, notifications and the auto-triage function have all contributed to fast and effective processing of AIR cases.



User Experience

A key objective was to make reporting accidents and incidents user friendly and efficient for employees. The legacy system was difficult to use, the data capture was uninformed, and it was unable to leverage data from the client's Oracle Cloud environment.

The process implemented in ProcessSense is dynamic, utilises the Oracle Cloud data to facilitate the process, and enables complex business rules validation whilst keeping the journey user friendly. A benefit of these behaviours has seen a reduction in incorrect data input and misreporting which has contributed to valuable insights. Leveraging the Oracle Cloud data ensures that the information is current and consistent, leading to higher data accuracy and reliability across reports.



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We have been recognised for the high-quality collaboration between client and supplier and winning the Government Property Award for Impact and Innovation (2024) has placed on the map for other government departments looking to provide greater process automation and improved user journeys around their Oracle ERP systems.

Rossera Delivery Lead

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Putting You In Control

The ability for rapid deployment of enhancements via simple configuration within ProcessSense is an advantage to both us as a supplier and the client. Our agile implementation methodology coupled with the flexibility of the product, including zero-downtime when launching or modifying processes, allows the client to continually improve processes easily without having to rely on Rossera or third parties in the future.



UK Government Award

The project recently won an award for Impact and Innovation at the Government Property Awards in Sept 2024 and was described as an exemplary collaboration between client and supplier.

Feedback

Rossera have been thanked by leaders at the highest level across the department for what we have achieved with the solution.

It has brought confidence to the client's internal firm in being able to deliver high quality across the Oracle Cloud platform and delivered significant business benefits.

Full client details and customer reference available on request.

Get in Touch

Find out more about how ProcessSense can empower your organisation to easily automate processes and maximise your investment in your Oracle ERP Platform at rossera.com

ProcessSense



Automate any
business process



Create rich user
experiences



Leverage your
Oracle Cloud data



Put your business
in control



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