

CASE STUDY



# HOW THE TOWN OF SYLVAN LAKE UPSCALED SAFETY

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Finding the ideal digital safety solution is difficult, time-consuming, yet highly rewarding once the right fit is found. This is the story of a municipality, Town of Sylvan Lake, and their journey with [Alcumus](#). Founded in 1898, the Town of Sylvan Lake is located in the beautiful province of Alberta and faced a difficult challenge with managing safety as a municipality. It started with an intrinsic need to track safety actions more efficiently and to protect their most important asset: their people.

Their safety champion, Jenny Magnuson – Health and Safety Administrator, needed a solution to boost the efficiency of their safety program, increase workforce participation, and build accountability into the actions of employees in safety activities across the town.

## The 3 key challenges included:

- 1 Long administrative hours spent gathering and organizing safety data from a paper and pen safety process.
- 2 A lack of transparency into their front-line workforce.
- 3 An inability to ensure employee records were current and accessible on demand for safety audits.

Before using the Alcumus EHS management solution, their health and safety management system was completely manual. Their team would be required to enter every report, training record, incident, and assessment either via Excel sheet or scanned in and filed electronically. This caused a severely heavy administrative burden not only on the front-line workforce for the Town of Sylvan Lake, but it also posed a risk to Jenny when it came to reporting on said reports, training records, incidents, and/or assessments for her team.





What were the key reasons for choosing Alcumus' EHS management solution?  
The answers were simple for Jenny:



**CLOUD-BASED**



**MOBILE-FIRST**



**ACCOUNTABILITY**

The Alcumus EHS solution is entirely cloud-based, making it more efficient and easier-to-use by all team members from the front-line to the office. The accessibility it provided her team is “second to none”, as exclaimed by Jenny in a past interview at a customer conference.

The solution is also mobile first with the ability to be used by both mobile and desktop users. This feature allows team members across any part of the town to use the Alcumus application on the cloud and put safety first.

Because of the Alcumus solution, Jenny soon realized they were no longer running an archaic system based on Excel sheets or photocopying papers.

Using the Alcumus solution, is felt to set themselves apart from other organizations, as it is holding everybody accountable. From their experience with a manual system, this is a massive upgrade felt not only from a task perspective but also from a cultural perspective.

“ The intuitive nature of the solution was really important as well. That our users can get on there with very little training... the solution just flowed you through what needed to happen. It upscaled our program.

**Jenny Magnuson,**

Health and Safety Administrator -  
Sylvan Lake



Jenny and her team have seen outstanding success with:



**100%**

increase in weekly inspections completed



**33%**

increase in workforce participation



They can now track who is using the solution and how they are using the solution. This information, to Jenny and her team, is incredibly useful when understanding how to better support the workforce.

She encourages business leaders to think outside the box when using the Alcumus solution as it can be used to boost participation and accountability across the whole of an organization.

Transparency has also been a key point Jenny has made when training her staff when using Alcumus, on why they have transitioned to a digital system.

What has made this a well-rounded solution for the Town of Sylvan Lake? The onboarding and coaching provided by the Alcumus Customer Success team. There is a wide array of support available to customers, including a Customer Success Manager to help answer questions during their ongoing journey with Alcumus.

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To learn more about Alcumus and various EHS management, total contractor management, and reporting solutions, please [speak to one of our safety experts.](#)

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### ABOUT ALCUMUS

Alcumus is a leading provider of technology-led risk management solutions providing clients with advice, expertise and support to help them identify and mitigate risks, navigate compliance and keep people safe. It supports clients with a wide range of risk management services, including products across Supply Chain Management, EHS Software, and Asset Inspection Systems.

Our people are at the heart of our business, building strong relationships with our clients to understand their needs, minimize risks and navigate compliance through our in-depth knowledge of your sector, regulations and challenges.

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