

Automated processes for peace of mind

## Beckman Coulter selects MRI OnLocation



### About

Beckman Coulter is committed to advancing healthcare for every person. They combine science, technology and creativity to manufacture diagnostic systems used for biomedical testing. With a vision to make the world a healthier place, Beckman Coulter's solutions are found in hospitals, reference laboratories and physician offices around the globe.

### Business Challenge:

For many years, Beckman Coulter used pen and paper to manage the comings and goings of visitors, contractors and employees in their facilities. The team started to wonder whether there was a tool that could automate this process and alleviate some of the pain points they were experiencing. In particular, they wanted to:

- Speed up the sign-in process
- Make the auditing and reporting on historical records easier

During the procurement process, there were internal questions around the value people presence software could provide vs. the cost compared to a 'free' paper book. The team settled on a simple sign-in/out app with limited functionality as a starting point. This app was later decommissioned, but the business could now see the value in taking their visitor book digital. When they began looking for a replacement solution, they knew they needed a product with a more comprehensive feature set.

*When we started tracking contractors signing in and out, we realised we were often billed incorrectly for work. MRI OnLocation helps us protect ourselves from being charged for hours that weren't worked.*

**Brian Miller**

Global Security at Beckman Coulter

## Solution:

Further to automating processes and reporting, Beckman Coulter now needed a tool the businesses could easily scale with, especially concerning contractor management and improving the interaction at the front desk.

This had to be easy to deploy and supported by excellent customer service. As soon as Beckman Coulter inquired with MRI OnLocation, a representative got in touch to discuss any questions or concerns and walk the team through getting started with a free trial. Beckman Coulter is passionate about creating a safe working environment for all, and MRI OnLocation has enhanced its existing safety processes. The system is now used to automate contractor safety – all contractors are asked to read and sign a safety agreement before coming on-site. By automating the process, the team has peace of mind that all contractors are receiving the same information.

This new digital workflow also allows the Health and Safety team to report on who has or hasn't signed this agreement quarterly – giving them oversight of which contractors are contributing to safety culture and which organisations aren't.

The reporting feature is also a great way to prove to auditors that robust safety processes are in place. Another everyday benefit is the ability to review historical visitor records. Beckman Coulter associates meet with potential vendors frequently. When they want to re-engage a contractor or organisation they've previously worked with, the MRI OnLocation system helps identify individuals and retrieve contact details

## Navigating COVID-19

Throughout the global COVID-19 pandemic, Beckman Coulter's manufacturing sites remained open, providing essential services to the biomedical industry. The safety features within MRI OnLocation have been a great way to reassure associates that the organisation is committed to keeping them healthy and safe.

In particular, the custom questions feature gives essential workers peace of mind when entering facilities during a pandemic. By tailoring the questions they ask during the sign-in process, Beckman Coulter has been able to carry out health screening before entry. They ask each person coming on-site to confirm whether they're experiencing flu-like symptoms – a great way to prompt visitors to stop and consider their risk before entering the site.

## Exceptional customer service

Finally, Beckman Coulter has found the customer service at MRI OnLocation to be a huge bonus. Support queries are responded to in a matter of hours, and any issues are often resolved the same day.