mHub & SGN – Case Study

When SGN wanted to improve information flow, keep content up-to-date, develop more efficient processes, and guarantee remote connectivity, it turned to opsHub, mHub's smart mobile hub designed specifically with field-based operatives in mind.

SGN is a UK gas distribution company with 5,000 employees that manages the network that distributes natural and green gas to 6 million homes and businesses across Scotland and the south of England.

As is the case with many companies similar to SGN in size and sector, SGN wanted a consistent, effective means of getting its 700 health & safety policy documents, updates and videos out to its 3,000 engineers, who often work in remote locations with limited internet connection, making access to information even more difficult.

The engineers were relying on searching through outdated printed versions of policy documents, while SGN must ensure policy updates are adhered to and that the engineers are compliant.

These are the challenges that mHub built opsHub to overcome.

SGN engaged mHub and together we tailored the opsHub solution around SGN's core business objectives: optimum efficiency, better access to information, and better insight and analytics.
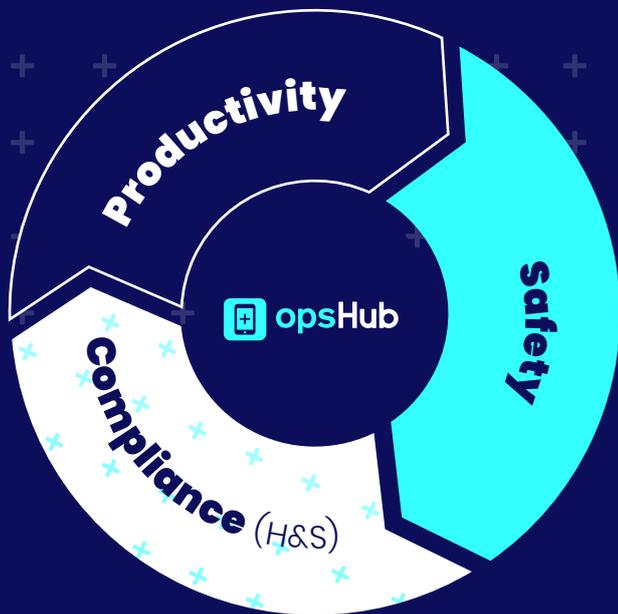
mHub's analytics track content and user level activity to ensure compliance and provide greater insight into each policy's effectiveness. But SGN has been able to measure the success of its mHub app using both analytics and a tangible improvement in both efficiency and culture.

The SGN SMF app provides fast access to up-to-date information, meaning engineers are more competent and productive.

Critical health & safety information is received and understood, ensuring compliance at all times, and information that was previously lost and outdated is now accessible on-demand to all 3,000 field-based engineers and always up to date, resulting in safer working practises.

mHub has also helped SGN achieve better internal communication, with teams able to manage and respond to feedback from field-based engineers from locations throughout the UK, continually improving service and productivity.

+ SGN SMF

mHub built the secure app, branded as the SGN SMF (Safety Management Framework) app, and pushed it to engineer's mobile device, complete with health & safety content neatly organised into channels.

The app ensures engineers are instantly notified when a new policy is received or updated.

Content can be easily found with powerful in-document search. It can be downloaded for offline viewing and the engineers can feedback to work more effectively and enable policies and procedures to continually improve.

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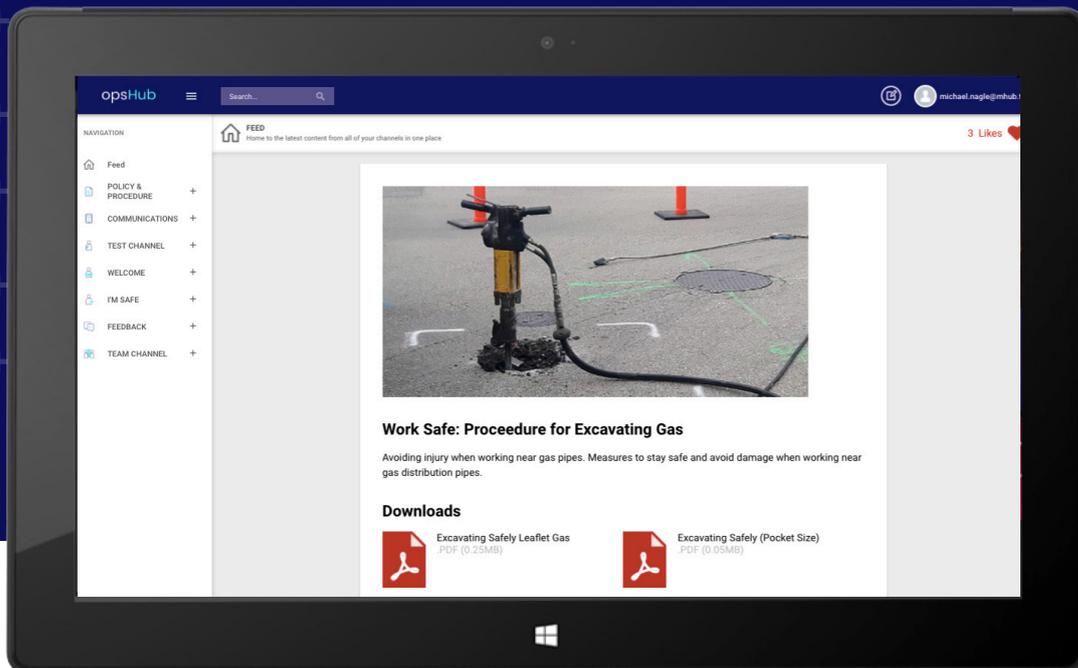
SGN's new SMF app is SGN's structured approach to the management of health, safety, environment and engineering activities. It includes over 700 documents and videos.

By having full access to the whole of the SMF content through any device ensures all of our operatives are able to reference any procedure, instruction, standard or specification at any time. The app also provides demonstrable compliance with the Health and Safety at Work Act in ensuring all engineers are provided with all the necessary documentation to operate safely in the field.

The ability to support all formats of content, have substantive feedback from users and instant notifications provides a step change in the way SGN communicate safety and engineering information to our field based staff. mHub's analytics help SGN prioritise and drive reviews of technical and safety related documentation."

DAVID WYLIE,
ENGINEERING POLICY
MANAGER AT SGN