Results At-A-Glance

400 Hours Saved/Year in Manual Tasks

11 weeks/year saved in manual tasks

Automated report distribution and task management workflow

Company

GoodLife Fitness has been helping to transform the health and wellness of Canadians every day since 1979. With over 405 clubs (locations) across Canada and growing in rapid demand with 1,500,000 members and counting, GoodLife is the #1 fitness company in Canada.

Challenges

Safety is a top priority at GoodLife. Prior to ClearRisk, incident management was a tedious and time-consuming process performed by a small team. GoodLife's risk manager recognized the need to streamline the incident management process so they could be more proactive in identifying trends while enhancing safety procedures.

ClearRisk really allowed for massive time savings, which has made our safety departments scalable as we grow.

- Brad Lindsay, Director of Risk & Critical Response

Solution

ClearRisk's cloud-based Online Data Submission Web Portal with automated reporting and task management workflow capabilities.

Challenges

GoodLife sought out ClearRisk in hopes to streamline its incident management process and use analytical reporting to extract insight from its data.

Prior to ClearRisk, GoodLife used a combination of spreadsheets and email to track and manage data. GoodLife wanted to enhance the workplace safety for both the employees and members and strived to be more proactive in identifying and mitigating trends related to member behaviour, faulty or under-performing equipment and other potential areas of concern. Working in a manual, spreadsheet environment filled with tedious, time-consuming tasks, it was difficult for GoodLife's risk team to implement the high-priority initiatives needed to achieve the desired outcomes within their safety-first environment.

Solution

Through the implementation of ClearRisk, GoodLife has been able to add automation and eliminate over 400 hours annually in manual tasks according to Brad Lindsay, Manager of Risk & Critical Response at GoodLife. Time saved is due to the automation in place that categorizes and prioritizes safety incidents and automatically distributes the results to the correct groups based on various criteria. In conjunction with the automated incident reporting workflow and custom-built Club Inspection module, ClearRisk has enabled GoodLife to evaluate locations and environments through a different lens, allowing the risk team to extract insights and evaluate data in a preventative, proactive manor.

Data trends can now be formulated based on equipment, generating documents and responses that can evaluate for future risk at all locations across Canada.

GoodLife's focus is on an enhanced member experience and tailors its processes and policies around this initiative. Now with ClearRisk, GoodLife has streamlined the process for locations to efficiently submit detailed incident data through a mobile and desktop-friendly web portal, allowing for instantaneous submission and notification time.

This streamlined approach has enabled clubs to report on much more data than before. Now, GoodLife mandates any occurrence of a member experience not going as planned to be reported. If a member had an unsatisfactory experience, they want to know what happened and how they can improve immediately.

GoodLife are now able to not only report on this data, but also ensure action is being taken in a timely manner. Now through a fully-automated workflow, reports and incidents are being shared with the proper audience and carefully reviewed for trends and actionable items.

By housing data within ClearRisk's cloud-based centralized system, documents and reports are now obtainable from anywhere within seconds. GoodLife has availed of the extensive customization capabilities of the ClearRisk platform, such as notifications and inspection tabs where task management and next steps are tracked and automated for ease of use and easily monitored.

CASE STUDY|GOODLIFE FITNESS

66 **By automating onerous tasks associated with incident management, we can now focus on new ways to enhance our members experience through functionality in ClearRisk. ClearRisk is now being used in many value-added areas we didn't imagine when first coming on-board.** 99

- Brad Lindsay, Director of Risk & Critical Response

Results

- ◉ Implemented automation reducing time spent on manual tasks by **400 hours/year**
- ◉ Safety scalability is made possible
- ◉ Given the tools for more efficient action
- ◉ Enabling a proactive safety strategy
- ◉ Improved relationship building
- ◉ Automatic notifications and workflow

About Us

ClearRisk provides scalable, cloud-based, claims, incident and risk management software solutions implemented in over 150 organizations within all industry sectors. The fully integrated, data-driven platform provides customizable workflows and interfaces, analytical reporting, while enhancing organizational collaboration and efficiency. By reducing the frequency and severity of losses, lowering the cost of insurance premiums and increasing efficiencies in data handling, ClearRisk enables organizations to reduce costs and quickly achieve a high return on investment.

Learn More

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