

CUSTOMER SUCCESS STORY

IAP Worldwide Services Contingency Operations

The Company

IAP Worldwide Services is a premier government contractor providing expertise in Contingency Operations, Facility Management and Professional and Technical Services with a focus on safety, performance, quality and innovation. At the Irmo, SC Contingency Operations location, the primary focus is on disaster response and recovery services such as providing ice and emergency power whenever disasters occur anywhere in the United States. In addition, Irmo Contingency Operations provides logistics, power, procurement and other support to the U.S. Army's operations in Iraq and Afghanistan.

The Challenge

Employees and contractors with the Contingency Operations of Irmo, SC work on critical projects throughout the world. This created some challenging training problems:

- Scheduling people for a formal training class was next to impossible.
- Employees and contractors are located in many time zones and often work unpredictable hours, again making formal classroom training unfeasible.
- Consistency was difficult because there was no one resource to oversee training content and delivery.
- Training documentation was sporadic, inconsistent and labor intensive.

Contingency Operations set a priority to make it easy for all employees to receive safety training, especially those in the Middle East. Due to employee time constraints, multiple locations and need for consistency, an online training solution was the answer.

The Solution

In December, 2004, Irmo's Contingency Operations group launched the PureSafety Enterprise solution. They identified approximately 39 PureSafety courses that directly related to their employee's exposures. Depending on the employee's work environment and role, each was assigned the appropriate courses and given a specified period of time to complete them.

The Results

Employees quickly realized the benefits of PureSafety. Day or night, all they need is access to a computer and the Internet. There were several other benefits:

- **Consistent Training**
Employees receive the correct safety training they need for their particular job, regardless of shift or location.
- **Savings in Time and Money**
Training aids no longer need to be purchased, and they no longer need to hire trainers or rent training facilities.

- **Just in Time Training**
Contingency Operations can quickly and efficiently ramp up training for new and seasonal contractor employees.

- **Detailed Training Reports**
The PureSafety reporting tool gives Directors a full account of who has and who has not received training. It also gives them piece-of-mind knowing they have immediate access to this information – 24/7.

"Our employees really appear to enjoy the PureSafety online training. They take the courses whenever they have spare time, day or night. Some projects (especially overseas) will experience periods of time when the employees or contractors have free time. Now they effectively use that time to complete their safety training. I know they are enjoying PureSafety because I continually receive requests for even more training and we are certainly considering it."

Don Simms
Executive Assistant

For more information on IAP Worldwide Services, go to www.iapws.com or contact Arlene Mellinger, Director of Public Affairs & Corporate Communications, 321-784-7147, arlene.j.mellinger@iapws.com