

A man's profile is shown in silhouette, facing left. Inside his head, a large, detailed tree with green and yellow leaves is visible, suggesting a connection to nature or a specific industry. The background is a blurred cityscape with tall buildings.

Case Study

SYNERGY IN ASSURANCE,
STRENGTH IN COMPLIANCE®.

SERVEST and XGRC Software Collaboration



servest

BACKGROUND

Since September 2019, SERVEST has leveraged the XGRC Software solutions SHEQX® and ENVIRX to enhance their operations, focusing on Health, Safety, Environment, Risk and Quality (HSERQ) management. SERVEST, one of the leaders in integrated facilities management, has been committed to achieving excellence in operational standards and has been certified for ISO 9001, 14001, and 45001 (new certificates received on the 29th of October 2024). This case study showcases how the partnership between SERVEST and XGRC Software has contributed to maintaining and exceeding compliance standards in these areas.

CHALLENGES & OBJECTIVES

Since September 2019, SERVEST has leveraged the XGRC Software solutions SHEQX® and ENVIRX to enhance their operations, focusing on Health, Safety, Environment, Risk and Quality (HSERQ) management. SERVEST, one of the leaders in integrated facilities management, has been committed to achieving excellence in operational standards and has been certified for ISO 9001, 14001, and 45001 (new certificates received on the 29th of October 2024). This case study showcases how the partnership between SERVEST and XGRC Software has contributed to maintaining and exceeding compliance standards in these areas.



EDWARD HEYNES

(the Group Executive: Business Excellence and Supply Chain) had the following remark: "We chose XGRC Software because of their deep understanding of compliance management and their ability to provide an integrated, digital solution. Since partnering with XGRC, we have not only achieved ISO certification but have also streamlined our compliance processes, allowing us to focus on strategic growth".



THE SERVEST JOURNEY WITH XGRC SHEQX® & ENVIRX

To address these needs, XGRC Software's SHEQX® and ENVIRX solutions were implemented to help SERVEST manage incidents, inspections, audits, and environmental monitoring more effectively. SHEQX® provided an integrated platform that ensured compliance with ISO 9001, 14001, and 45001 standards by automating workflows and offering robust tracking and reporting tools. ENVIRX extended these capabilities into environmental data, enabling SERVEST to track metrics in real-time and comply more easily with environmental regulations.

With SHEQX®, SERVEST was able to digitize their SHEQ processes, significantly reducing the administrative burden on their teams. The automation of incident reporting, risk assessments, and audit management has empowered SERVEST colleagues to focus more on strategic initiatives rather than manual tasks. The implementation of ENVIRX has enabled SERVEST to manage their environmental data efficiently, ensuring they meet and exceed regulatory requirements while minimising their environmental impact.



SERVEST Head of SHEQ indicated that: *"By implementing XGRC SHEQX® and ENVIRX, we have seen a 30% reduction in administrative workload and a 25% improvement in incident and inspection data accuracy output. This has enabled our teams to focus on more value-adding activities that drive risk and compliance."*

Lucky Ncayiyana
Group SHERQ Manager

RESULTS & IMPACT

The implementation of XGRC SHEQX® and ENVIRX has led to significant improvements in SERVEST's compliance posture. SERVEST was able to optimise their operational processes, minimise manual data entry errors, and ensure that key compliance indicators were monitored continuously and reported accurately. This approach has not only supported SERVEST's existing ISO certifications but also driven improvements in health, safety, and environmental standards.



DATA SECURITY & COMPLIANCE

A key aspect of SERVEST's success in their compliance journey has been their focus on data security. XGRC Software is ISO 27001:2022 certified, ensuring that all data within the SHEQX® and ENVIRX platforms is managed in a secure and compliant manner. Encryption protocols, secure storage, and strict access controls have contributed to maintaining SERVEST's commitment to safeguarding their data while driving transparency and accountability in their processes. SERVEST's management can confidently assure stakeholders that their data is secure, meeting the highest industry standards for information security.



"The encryption and secure access protocols within the XGRC platform have been instrumental in protecting our data. This level of security gives us confidence in meeting industry standards and ensuring that our stakeholders' information remains protected."

STUART KADER

Group Digital Transformation & Technology Director

LOOKING FORWARD

SERVEST continues to expand its use of XGRC tools to stay ahead in the rapidly evolving compliance landscape. Leveraging SHEQX® and ENVIRX, SERVEST remains confident in their ability to not only maintain their ISO 9001, 14001, and 45001 certifications but also to exceed industry expectations in health, safety, and environmental management. The continued partnership with XGRC Software will enable SERVEST to further embed a culture of continuous improvement and proactive risk management, setting new benchmarks for excellence in facilities management.



Contact
Information:



+27 87 802 0179



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