

Helping World Challenge conquer the paper jungle

A business where safety is everything



As the world's leading school expeditions company, World Challenge lives to give 14-to-18-year-olds the experience of a lifetime, testing their bodies and wits to hone teamwork and leadership skills while imparting confidence and self-esteem.

Yet while 8,000 or so students a year look to World Challenge for life-changing adventure, the parents and schools that trust the company also expect it to comply with stringent safety precautions every step of the way.

To achieve this, the organisation relies not only on around 600 experienced expedition leaders, but also a highly robust and sophisticated support infrastructure, including a round-the-clock global Operations Centre and dedicated technology tools in the field.

One of these tools is Papertrail, which since its introduction in 2014 has helped World Challenge not only improve safety compliance but also reduce administration while making it easier to expand into new markets.

Fulfilling an essential back-office function

World Challenge originally took on Papertrail to handle a seemingly minor problem.

Dealing with more than 40 destinations worldwide, from the Galapagos Islands to Everest Base Camp, World Challenge works with hundreds of suppliers, from hostels and transport providers to critical activity providers. Each must be vetted to make sure it is up to scratch.

Part of this vetting process involved expedition leaders filling out forms relating to each supplier. This paperwork was then entered on a spreadsheet at the end of each trip. Having information on a spreadsheet was better than nothing.



But it was less than ideal, says Stuart Morris, Global Operations Director. “By the time we received the data it was not really up to date, nor was it easy to access and analyse,” he says.

Putting all the information on Papertrail took care of the last two problems, giving World Challenge an easily searchable store of compliance data that could be accessed via the cloud. And it was not long before the first problem was taken care of, too.

Gaining value through integration

In May 2016, as part of ongoing moves to eliminate paper from the business, World Challenge decided to replace hard-copy compliance forms with a leading safety inspection app.

This was a big step forward for the company, says Ben Sapsford, safety and compliance manager. “If you’ve got 300 expedition leaders out in the field in the peak season, and each one is bringing back 10 forms, that’s a lot of paper to process,” he says.

Switching to digital collection meant reports could be filed in real time, via any mobile device, with no administrative burden and no risk of transcription errors.

But there was still a problem in making the information available to the business... until Papertrail came to the rescue. Papertrail’s technical team carried out a bespoke integration project so data received would flow seamlessly into Papertrail.

The project has proved tremendously valuable for World Challenge.

A world of benefits

The clearest benefit is in a reduction of administration time. Previously, it used to take around five minutes to transfer each audit to Papertrail.

That doesn’t sound like much, but with up to 1,500 records audits in during the peak July and August months it added up to more than a fortnight’s work over the busiest time for the company.

Now the time has been reduced to about 20 seconds per record, a 93% reduction in workload. At the same time, there is even less scope for human error, which means less likelihood of mishaps.

And since new data is now available in real time, World Challenge is much more able to respond to changing conditions in the field.

The company is even looking at integrating Papertrail into its Operations Centre systems, so the compliance status of a supplier can be viewed dynamically whenever a call comes through.

Overall, this is helping World Challenge go far beyond the level of safety and compliance its customers expect. It is also helping the business move more quickly into new markets and maintain its position in an increasingly crowded market.

Papertrail is very valuable to World Challenge,” says Morris. “It allows us to observe the safety of our customers more effectively, which is why we are one of the most trusted names in the sector.”

STUART MORRIS,
GLOBAL OPERATIONS DIRECTOR



Start reducing your risk today

If you're still relying on a paper-based system to track inspections then you may not be paying much... but it could be cost you millions in fines, reputational damage and post-incident investigations if there is a problem. Is that a risk you want to carry on taking?



Find out how you can run a smarter and safer operation today with Papertrail.

Call us now on **+44 1248 719270**
or write to us at **mail@papertrail.io**.

About World Challenge

Established in 1987, World Challenge creates outstanding bespoke school expeditions and provides unrivalled levels of safety and service.

About Papertrail

Papertrail was created out of the need to find an easier way to keep accurate records and demonstrate compliance for equipment inspections and audits.

Today, industry-leading partners, SMEs to larger enterprise and public sector organisations and their staff and contractors trust Papertrail to drive business efficiencies and optimise compliance by managing equipment inspections, certification and safety records. Find out more at papertrail.io.

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