

Case Study: Biodec Decontamination



Biodec Decontamination is a family owned and operated business based in Rangiora, Christchurch. They've serviced the decontamination needs of insurance companies and government agencies in Canterbury for more than 7 years, specialising in a range of decontamination services including chemical, mould, pathogenic and methamphetamine.

What Biodec Decontamination Needed

Jason Pickering, the Managing Director, had previously used two other products for his mobile inspections, but he found these clunky and not at all flexible. He knew he needed to be able to customise his inspections, especially as his assessors work to a specified New Zealand code. When Clarinspect was recommended by a well-respected contact within the chemical industry, Jason knew the product was just what he needed.



Jason contacted Clarinspect on the recommendation of another Clarinspect client and met with Mark English, the co-founder and technical director, to get started on the design of their inspection and output. Jason found this one of the greatest aspects of Clarinspect: that he was able to meet face to face and tell someone exactly what he wanted and how he wanted it to work. This invaluable service saved Jason time and stress.

The Clarinspect Approach

After a meeting to discuss what Biodec needed to progress and improve their inspections, Clarinspect produced the first prototype for Jason to review. A few changes and tweaks customised it exactly to Biodec's needs, then it was time to review the output. For Biodec, the output's main value is in showing proof of the processes to the insurers and clients. The well-presented, clear reports generated by Clarinspect now provide a lot of reassurance to the clients and have benefited the business. Again, working with a New Zealand-based business where Jason could simply call Clarinspect to discuss any amendments was a major asset. The whole process from the initial meeting to the release of the final product was done with less than a day and a half of effort. Though the relationship is still young, Biodec already have two types of inspections in their library and will continue to add more.

"Our inspection design helps to guide the assessor through the inspection, and ensures consistency in our processes."
*Jason Pickering,
Director*

By using Clarinspect to design their inspections for Biodec's own needs, Jason has been able to craft an inspection that will ensure his staff inspect every item. Now, forgotten items create a "red flag" before the inspector leaves the site, meaning no more returns to reinspect sites or take forgotten photos - saving the business time and money. Additionally, the use of "Help text" within the inspection on the device enables Jason to prompt his assessors about different factors during the inspection, assisting them with examples of appropriate input and directions. This approach guarantees consistency in their inspection processes and also between individual assessors.

Business Outcomes



Switching to Clarinspect has enabled Biodec Decontamination to launch a more structured approach to their data collection during inspections. All information captured ends up in the final report, which is now easier to follow with the correct photos and captions locked in the right place.

Unlike many of Clarinspect's existing clients, Biodec is not a business built on reports. The benefits of using the Clarinspect system is not easily measurable in time saved on report production. But Biodec is known for taking on

the difficult jobs, and Clarinspect has enabled them to take on larger and more complex contracts, and to do them in a streamlined, efficient, and thorough manner. All jobs are easily set-up in the system, a comprehensive inspection is then performed, and the decontamination process is recorded. The processes have become transparent and easy to follow, with the clear paperwork giving reassurance to the clients who can now see the decontamination being done in a thorough and correct way. Jason believes this is one of the aspects that helps set his business apart from competitors.

At Biodec Decontamination, relationships are important. They work hard to build great relationships with their staff, suppliers, and clients. This network is vital to their business: Clarinspect are now a trusted part of that network.

And in Jason's words on using Clarinspect: **"It's Brilliant. It helps set our business apart"**

***"It worked. It worked well.
And I could fix it. Help
was a phone call away. I
could make a call and
quickly get it done, and
not have to write a lot of
emails.***

***Jason Pickering,
Director***