



## Ryman Healthcare uses Clarinspect for passive fire compliance.



Saving significant time



Keep an organised register of penetrations



No more need for paperwork or double handling of reporting

### Introduction

Ryman Healthcare has been delivering pioneering retirement living since 1984, with 45 Ryman retirement villages now throughout New Zealand and Australia, with another 11 in the pipeline.

Ryman Healthcare and Clarinspect first began working together after Ryman started a project at their Invercargill retirement village. Ryman needed to complete a register of all the passive fire penetrations on the project to meet the compliance requirements of Invercargill City Council.

Although Ryman had their own internal system when it came to undertaking inspections, the Ryman team working on the Invercargill project needed a passive fire focussed system. Gil Fielding, a Property Systems Advisor at Ryman reached out to Clarinspect to discuss what her property team needed and to explore Clarinspect's options.

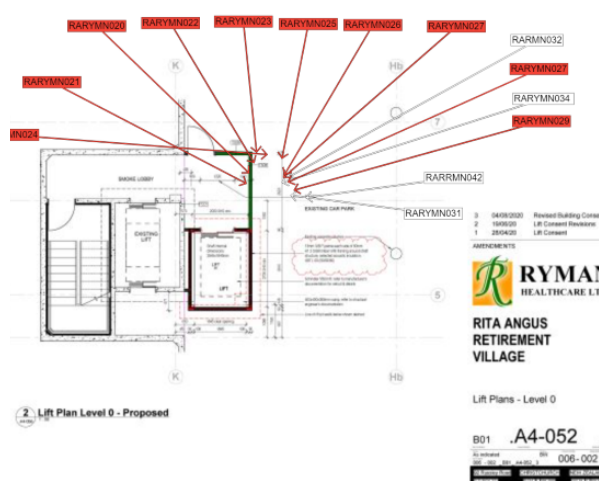
From the initial demonstration Gil could see that Clarinspect offered the solutions they needed from the very beginning.

## What Ryman Healthcare needed

The Ryman property team needed an inspection system that was easy to use onsite and could be tailored so that each member of Gil's team had the ability to jump in and out of the system. The system needed to provide the Ryman team with the support they needed when undertaking inspections in the field while also being able to confidently use the Clarinspect App, regardless of their ability or knowledge of technology.

They needed to generate a register of all penetrations, what products were used, what system applied, and who installed it - all with supporting photographs and a floorplan showing where it was installed.

## The Clarinspect approach



After an initial meeting Gil was impressed with what Clarinspect could provide the Ryman team and signed up for a trial of the Clarinspect App and Hub so they could try it out for themselves.

Clarinspect deployed the standard Install logging system, which enabled the recording of each stage of installation, along with photographs and also marking the work up on an individual floorplan.

When these installs are completed the Hub aggregates all the work and presents all installations on a single floorplan, so all work can be seen together.

### **Collaborative floorplan showing all work**

Following this trial period Gil and the Ryman property team could see that Clarinspect was exactly what they needed for the Invercargill project and could be used in the future on other sites.

One of the factors that made Clarinspect stand out throughout the Invercargill project for Ryman was the ease of the Clarinspect system.

The system was simple to use with no complications and Gil appreciated how easy it was to use for the members of her team that were computer savvy as well as the ones who were more used to a paper-based form system. That the App could be tailored to Ryman's needs and App changes pushed out to the Ryman team onsite quickly and smoothly.

Gil said that the managed trial from Clarinspect allowed the team to get to know the system, which helped them make the decision that Clarinspect would do what they needed.

**“The Clarinspect App is easy to use and getting it out onto site and the team using it was a breeze.”**

- Gill Fielding, Property Systems Advisor, Ryman Healthcare, 2021

## Business outcomes

#1

### Run and keep a clear, organised register of penetrations

Before using Clarinspect, Ryman's team had to collate all the images which would then need to be marked up individually before being added to a report at the end of the process, creating three different types of work.

Clarinspect gave Gil and her team the ability to keep a clear and organised register of the penetrations required by the City Council in their reports.

#2

### Excellent customer support from Clarinspect

Gill was impressed by the amount of client support that she received from the Clarinspect team, not just during the trial period but since becoming a client as well. Whether there was something she was unsure about or needed to clarify in the Clarinspect Hub or App, she found the Clarinspect team support "absolutely wonderful" and very responsive to all her requests and questions.

#3

### Take and mark up photos on the app and send straight to a report

Thanks to Clarinspect's digital system, Ryman was able to take photos on the app, mark up the photo, then this image went straight into an 'as-built' report for that penetration. This reduced a lot of the stress of trying to remember the details when back in the office much later.

#4

### Reduced workload

Gil and her team saved many days of effort in the collation process for the compliance requirements of the City Council. Once a penetration was finished in the app, a report was generated and the data pulled into an excel spreadsheet register. This efficiency saved time and reduced errors for the Ryman team.

#5

### Bespoke reports developed for Ryman Healthcare

After the standard PF Install system further inspections and reports were developed to meet Ryman's requirements. The most recent being the Clarinspect QA Inspection system, which can be used to identify any 'issues' which can be passed on for the contractor to rectify.

**"One of the benefits of the Clarinspect system is how it cuts down the lengthy time process of material collation."**

- Gill Fielding, Property Systems Advisor, Ryman Healthcare, Oct 2021