

UnDesked

Case Study: UnDesked Transforms Safety and Efficiency for a Fortune 500 Plastic Manufacturer

Background

A leading Fortune 500 plastic manufacturer, with over 265 global facilities and 46,000 employees, faced a persistent challenge: managing safety, compliance, and communication for its deskless workforce.

Across 50 key facilities employing 8,500 workers - 80% of whom lacked dedicated desks or computers the company was grappling with \$4 million in annual excess costs from workers' compensation and visitor liability, far exceeding its safety budget. Analog processes, limited digital access, and fragmented tools created a chaotic workplace, leaving both workers and managers disconnected from critical resources.

UnDesked stepped in to organize this sprawling deskless environment, delivering a centralized, mobile friendly platform tailored to the unique needs of factory workers on the move:

- 50 Facilities
- 8,500 Deskless Employee
- \$4M Above Annual Safety Budget



Objective

Success hinged on three core goals:

- Reduce safety incidents across the facilities
- Boost near-miss reporting to proactively address risks
- Cut safety-related costs by streamlining workflows and training

Achieving these required a dynamic solution to engage, educate, and empower a deskless workforce many of whom lacked company email or hardware-while improving visitor safety and compliance processes. UnDesked's platform was designed to meet these workers where they were, whether in factories, shipping yards, or on the go.

1. Dynamic Digital Strategy

UnDesked transformed existing facility TVs into dynamic digital signage, delivering relevant information instantly to the deskless workforce across 50 facilities. Leveraging incident reports, safety policies, and training tools, UnDesked's engagement specialists crafted videos, static images, and interactive surveys tailored to each location. This custom approach ensured consistent dissemination of current safety and compliance updates, reinforcing employee understanding and application of protocols. When signage content required action-such as submitting near-miss reports or responding to First Alerts after incidents-QR codes displayed on-screen linked directly to mobile devices, driving immediate engagement and accountability. Frequent reminders of reporting importance, paired with highlights of employee participation results, boosted adoption and fostered a proactive safety culture.

2. Centralized Resource Hubs

UnDesked provided Centralized Resource Hubs accessible anytime at strategically placed kiosks and via QR codes or direct links. Using UnDesked's No-Code Resource Builder, the company compiled safety handbooks, compliance policies, and training materials into a robust library featuring videos, job instructions, video tutorials, and interactive surveys. Workers could tap into real-time resources like near miss reporting forms, PPE training, MSDS lookups, production/scrap reporting, and LockOut/TagOut instructions-ensuring vital information was always available, whether on the factory floor, in a shipping yard, or inside a work vehicle. Multi-language support eliminated language barriers, delivering critical resources to a diverse workforce in their preferred languages, while automated workflows streamlined onboarding, training, and daily tasks for employees and managers alike.

3. Recurring Assignments & Emergency Communication

Routine safety tasks, like LockOut/TagOut training and check-ins, were automated with recurring assignments, ensuring consistency without burdening managers. When incidents occurred, UnDesked's platform delivered instant "First Alerts" via signage and mobile notifications, driving behavioral changes to prevent recurrence. An integrated emergency communication system provided a unified view of all site occupants-employees and visitors alike-enabling rapid, location-specific alerts.




4. Workflow Management with Check-In Kiosks

Previously, visitor safety training and documentation fell to employees juggling other duties, leading to inconsistencies, language barriers, and liability risks. UnDesked introduced custom check-in kiosks to manage non-employees on-site, automating safety orientations, signature collection, and document retention based on visitor type. For remote areas like shipping yards, QR codes provided instant access to training or redirection instructions. Meanwhile, employee workflows-such as onboarding, incident reporting, and maintenance requests-were centralized and automated, reducing reliance on scattered analog processes.




Results

UnDesked revolutionized safety, efficiency, and compliance in the workplace, delivering measurable success for 8,500 deskless workers and their managers.



Safer Work Environment

-  55% reduction in workers' compensation costs in Year 1 → Estimated \$2.2 million saved
-  60% decrease in safety incidents within two years
-  Near-miss reports surged: → From 400/month (Year 1) to 4,000/month (Year 2) → Driven by mobile reporting and QR code scanning, empowering employees to act fast

Streamlined Operations

-  +25% increase in task completion rates → Automated workflows for PPE training, inspections, and quality reporting
-  -45% reduction in maintenance response time → Instant alerts from near-miss reports + streamlined Resource Hubs → Requests auto-routed to correct teams, reducing downtime and proactively eliminating risks
-  +20% operational efficiency → Centralized hub for inventory, maintenance, and production → Replaced siloed systems, eliminating analog sprawl

Empowered Workforce

-  +35% boost in employee engagement → Inclusive tools like multi-language resource hubs and anonymous surveys
-  -30% onboarding time → Instant access to training via automated workflows

Unified Communication = Real Impact

By eliminating fragmented systems and offering a single source of truth, UnDesked's platform created a connected, empowered, and agile workforce.

Testimonial



"UnDesked turned our chaotic deskless workplace into a streamlined operation. The platform's signage and kiosks standardized safety and compliance for employees and visitors alike, while mobile access brought critical resources to our workforce on the move. We've seen a dramatic drop in incidents and costs, and our near-miss reporting has never been stronger. It's a game-changer for our deskless teams."

- VP of Safety, Fortune 500 Plastic Manufacturer