



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 Employees
- \$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.

Strategy

UnDesked deployed a multi-pronged approach to bring order to the deskless workplace, leveraging its flexible, no-code platform to deliver resources, workflows, and communication directly to employees, contractors and visitors.

1. Dynamic Digital Signage

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.

1. 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.

1. Recurring Assignments and 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.

1. **Comprehensive 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's platform delivered an immediate impact, transforming it into a safer, more efficient, and compliant environment:

- 55% reduction in workers' compensation costs in the first year, saving an estimated \$2.2 million.
- 60% decrease in safety incidents within two years.
- Near-miss reports surged from 400 per month in Year 1 to 4,000 per month in Year 2, reflecting a proactive safety culture, bolstered by easy mobile access and QR code-enabled reporting, empowering employees to identify risks immediately.
- Task completion rates for recurring assignments rose by 25%, as automated workflows for PPE training, inspections, and quality reports ensured nothing slipped through the cracks.
- Maintenance response time decreased by 45%, as near-miss report notifications generated automatic alerts for review, while Resource Hubs enabled maintenance requests to be submitted and instantly assigned to the appropriate teams. This seamless integration of reporting and action reduced downtime and addressed potential hazards before they escalated, enhancing overall facility safety and efficiency.
- Operational efficiency gained 20%, with centralized access to inventory requests, maintenance submissions, and production reporting reducing downtime and analog sprawl.
- Employee engagement increased by 35%, driven by multi-language resource hubs and anonymous surveys, giving deskless workers a voice and fostering a sense of inclusion.

- Employee onboarding time dropped by 30%, thanks to automated workflows and accessible training resources.

By eliminating fragmented tools and providing a single source of truth, UnDesked empowered 8,500 deskless workers and their managers with the resources, workflows, and communication needed to thrive—wherever their workplace took them.

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