Origami Risk

CASE STUDY | INFRASTRUCTURE CONSTRUCTION CONTRACTOR

A large heavy civil and infrastructure construction firm operating across the United States and Canada, this organization delivers complex work across commercial, industrial, and highly regulated environments. With hundreds of active projects and a large, distributed field workforce, the organization's safety and risk leadership supports operations that span multiple regions, project types, and regulatory requirements — making consistency, visibility, and timely decision-making essential.

Construction
INDUSTRY

~8,000
EMPLOYEES

At a glance

CHALLENGES

- Legacy safety technology functioned primarily as a static data repository, limiting digital workflows and actionable reporting.
- Safety and claims data lived in separate systems, slowing communication and reducing end-to-end visibility.
- Manual, spreadsheet-driven reporting processes required significant time to compile, validate, and reconcile.
- Limited ability to consistently track leading indicators across projects and regions.
- The need for a unified platform that could support both commercial and government-regulated project requirements.

SOLUTIONS

- Centralized Risk Management Information System (RMIS) that supports both safety and claims teams.
- Incident-to-claim workflow integration with automated notifications to insurers.
- Digital safety audits and inspections using role-based forms accessible via mobile devices.
- Automated monthly safety reporting through dashboards that consolidate leading and lagging indicators.
- Configurable reporting and analytics enabling project-level and enterprise-level visibility.
- Integrations with HR and third-party systems to support data consistency and scalability.

OUTCOMES

- Improved claims visibility and faster readiness for leadership and operational meetings.
- Significant reduction in manual reporting effort and spreadsheet maintenance.
- Improved data accuracy and consistency across safety and claims.
- Stronger accountability through tracked audits, observations, and corrective actions.
- Enhanced collaboration between safety and risk teams using shared, real-time data.
- Greater ability to identify trends and act proactively to prevent incidents.

Connecting incidents to downstream claims workflows

As part of a well-established safety program, the organization captures a wide range of incidents, observations, and near misses across its projects. Prior to implementing Origami Risk, however, incident information and claims activity were managed in separate systems. This made it difficult to maintain consistent visibility, streamline escalation, and trace an incident from initial reports through resolution.

Using Origami Risk, the organization now links incidents directly to claims, creating a single record that follows an event from an initial report through investigation and resolution. Automated alerts notify insurers as soon as a claim requires action, supporting faster initiation and clearer communication, while all related documentation is stored centrally within the system. This integrated workflow provides leadership with real-time visibility into claim status and trends, enabling faster communication and more informed decision-making.

By digitizing and connecting these processes, the organization has reduced administrative friction and improved its ability to analyze incident patterns — supporting both effective claims management and long-term prevention efforts.

Standardizing safety audits and inspections across jobsites

Safety audits and inspections play a critical role in the organization's field operations. With Origami Risk, manual and inconsistent inspection tracking was replaced with digital, role-based audit forms accessible on desktop and mobile devices.

Different audit types are assigned based on role, project type, or equipment — ranging from daily risk assessments and safety observations to weekly supervisor audits. Completion is automatically tracked by project, supervisor, and region, providing clear visibility into performance and helping identify both high-performing teams and areas requiring attention.

Importantly, the system supports closed-loop follow-up. When issues are identified, corrective actions can be assigned and tracked to resolution, ensuring observations lead to meaningful outcomes rather than static records. This approach reinforces accountability and supports a proactive safety culture grounded in engagement and follow-through.

Integrated and efficient claims management

Monthly safety reporting had historically required extensive manual effort, with safety and risk teams compiling and reconciling data across multiple sources. Origami Risk now automates this process through dashboards that compile and correlate more than 20 safety and performance metrics in real time.

Dashboards track both leading indicators — such as audits completed, near misses, training hours, and hours worked — and lagging indicators including recordables and lost-time incidents. Visual tools like geographic claim maps and body-part diagrams help the organization quickly identify patterns and drill into underlying events.

As a result, risk and safety teams spend less time maintaining spreadsheets and more time using data to drive toolbox talks, targeted interventions, and continuous improvement across projects.