



Microsoft Azure  
.NET  
Success Story



CooperVision™

### Summary

**Region:** Puerto Rico.

**Industry:** Industrial manufacturing

#### Customer Profile

A world leader in the production of contact lenses with sales in over 100 countries, the company has manufacturing plants located around the globe.

The plant in Puerto Rico produces over a billion units per year.

#### Initial Situation

An automated and integrated solution was required to overhaul the management systems for regulatory compliance programs in the areas of environment, health and occupational safety.

#### Solution

Implementation of EHS Tracker, developed by STS Software with support from the Microsoft JumpStart program.

#### Benefits

- Management information concerning multiple regulatory responsibilities.
- Effectiveness in the organization and management of information and monitoring of preventive and corrective actions.
- Reduction in time and costs.  
Greater data consistency and information reliability.  
Greater effectiveness and utilization of resources.

## Optimal management of the environment, health and occupational safety.

*" After investigating the options available on the market, we decided to work with EHS Tracker STS Software, as this solution offered us the functionality we needed; a service based on a thorough knowledge of manufacturing, complete with Microsoft support, both here in Puerto Rico and in the United States. "*

Damaris Santiago, EHS Leader Americas Manufacturing Operations.

CooperVision Puerto Rico adopted the EHS Tracker solution based on .NET technology operating on Windows Server and SQL Server, to handle its Environment, Health and Occupational Safety areas. Its multiple programs of regulatory requirements, internal audits and management systems will help the company to meet current regulations in a demanding market, which it supplies with over a billion units per year. The development, supplied by STS Software, was supported by the Microsoft JumpStart program for entrepreneurs.

EHS Tracker-

STS Software

JumpStart

Microsoft

*"Now the entire process has been systemically integrated, and both communications and alerts are handled automatically through the application associated to our users' emails, wherever they are, whether at their desk, working with a laptop computer or in transit using their mobile phones."*

Vimarís Ortíz,  
Manager of EHS Puerto Rico

## Situation

CooperVision is a world leader in the production of contact lenses with sales in over 100 countries. The company has manufacturing plants located around the world, while its facilities in Puerto Rico produce over a billion units per year.

As the company provides healthcare solutions, quality requirements are supremely important. *"We form part of an industry which is highly regulated by several layers of state and federal agencies. Beyond that, we share an absolute commitment throughout the company to ensuring that the products which reach our consumers are top quality and manufactured in an environment which is safe, healthy and free from any known hazards,"* says Damaris Santiago, EHS Leader of Las Americas Manufacturing Operations.

In order to meet the requirements of regulatory agencies, the Environment, Health and Occupational Safety group initially used to rigorously keep records and exacting schedules in Excel format, including the regulatory reporting commitments to be submitted to these entities. *"This activity was extremely time-consuming and limited our availability to deal with our other obligations with Agencies, as well as our daily operations, including generating reports to meet pre-established deadlines, whose information needs to be absolutely accurate, and submitted in the timeframes required. At the same time, we were using printed documentation to follow up investigations, where it was vital to have reliable information as quickly as possible",* adds Vimarís Ortíz, Manager of EHS Puerto Rico. As the company grew, and with it, its prospects for expansion, it became necessary to have a systematic alternative that would achieve these processes in an agile and more effective manner.

## Solution

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*"CooperVision has about 1,600 employees, and operates 24/7. Our processes are fully automated, from manufacturing the molds and contact lenses to the final packaging, Everything is subject to strict quality controls and functions efficiently, safely and sustainably. As a Corporation we are zealous in our regulatory compliance in all areas, as well as meeting customers' requirements. In fact, about 70% of our production is sold in Japan, which has extremely strict quality standards,"* explains the EHS Leader, adding that: *"The scale of our operations means we must comply with several legal requirements at local and federal levels, reflected in the programs we have set up in Environment, Health and Occupational Safety both in Puerto Rico and in the US. Each agency has specific deadlines when we have to submit reports, so we run a strict schedule that obliges us to prepare timely information. With EHS Tracker the situation has changed dramatically, as this streamlines information management, making us more efficient in terms of time and resources management, since all the data is now in one place, organized according to previously-established parameters. This not only has to do with incidents or situations that could affect our partners, but also with other metrics such as recycling, energy and water reuse, among other things."For us, compliance with safety, health and environmental regulations, is both a commitment and a business imperative,"* Santiago says.

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Damaris Santiago, EHS Leader

Las Americas Manufacturing Operations

EHS Tracker is a comprehensive solution for regulatory management and compliance in the area of Environment, Health and Safety at work. The tool was created based on the best practices associated with international standards ISO 14001 and ISO 9001 as well as OHSAS-18001. It was developed by STS Software, a company created under the wing of the Microsoft Jumpstart program, dedicated to accelerating the creation and start-up of innovative technology companies. EHS Tracker has the distinction of being a very flexible tool, able to easily adapt to the characteristics required by each customer, as it offers a user-friendly interface and can be implemented locally or used as a cloud service. It was developed using .NET technology and operates on the Windows Server - Microsoft SQL Server platform. The solution was implemented in both English and Spanish.

*"EHS Tracker allows us to monitor corrective and preventive actions in the case of any deviations. It also helps us with completing any investigation arising from environmental events. In the case of an accident or incident report, for example, EHS Tracker allows those responsible: (1) to obtain basic information in real time, keeping the focus on the original causes, (2) to add in all the persons required for the investigation procedures, quickly organizing the allocation of actions and enabling the company to be more agile when completing the necessary reports, (3) to follow up assigned tasks and prevent any recurrence. Now the entire process has been systematically integrated, and both communications and alerts are handled automatically through the application associated to our users' emails wherever they are, whether at their desk, working with a laptop computer or in transit using their mobile phones." EHS Tracker provides the tools to analyze aspects related to safety at work and consolidates information from personnel training.*

*"It also contains the forms required by the regulations applicable (e.g., OSHA 300), delivers key indicators regarding specific aspects of the operation, and simplifies the management and monitoring of Environment, Occupational Safety and Health programs such as: Respiratory Protection, Control of Hazardous Energy Sources, Confined Spaces, Personal Protective Equipment, Industrial Forklifts, Refrigerant Management, Solid Waste Management, Recycling, Contractors' Safety, among others. This is a highly complex universe of information that we can only manage effectively with a tool like EHS Tracker," Ortiz expands.*

*"We knew that CooperVision Puerto Rico is the largest facility in terms of infrastructure and complex regulatory requirements for the customer. We had a lot of experience in the industrial manufacturing sector, and a good grasp of the potential of technological innovation and organizational transformation that the implementation of EHS Tracker could offer CooperVision at global level. So we concentrated on validating our solution in this facility with a view to subsequently standardizing it throughout the organization. Fortunately, through the Microsoft Jumpstart program, we were able to obtain technical support, business mentoring, business advice and strong support from Microsoft's local office so that we could present and implement the solution for the customer. This was the push we needed to get us going. Now we are in full expansion phase, certified by Microsoft as Independent Software Vendors (ISV), with new projects and customers -- and we are now exporting our products globally," says Luis Alberto Rodriguez, the CEO of STS Software.*

## For more information

For further information about Microsoft products and services, visit:  
visit: [www.microsoft.com/es-pr](http://www.microsoft.com/es-pr)

For further information about CooperVision, visit:  
<http://coopervision.com>

For further information about STS Software and EHS Tracker, visit:  
[www.stsapps.com](http://www.stsapps.com) y  
[www.ehstracker.com](http://www.ehstracker.com)

## Benefits

*"We aim to maintain the highest level of compliance respecting environment, health and safety at work best practices. It was thus imperative to have a system which was simple to use, reliable and flexible. That's EHS Tracker. Now we are much more effective in managing information and that allows us to save time when it comes to reporting processes, both for internal use and for delivery to regulatory agencies,"* summarizes Ortiz.

*"We wanted a solution that would allow us also to manage the requirements included in the programs applied to us in the areas of personnel health and safety and environmental policies. With EHS Tracker we not only have an integrated environment, but we can also standardize processes for the entire company, even for our plants outside Puerto Rico, which improves our competitiveness globally as a company. Its interface is simple and user-friendly, generates enthusiasm and is driving a project to install the system in other countries,"* says Santiago, adding, *"EHS Tracker staff have consistently been extremely responsive to our request. They have always been available to deal with our concerns as quickly as possible and have adjusted the system's design to meet our business needs. Our experience has been very good; we know that they have Microsoft support while working every day to innovate and deliver a better product."*

The tool not only allows CooperVision to save time and reduce paper use, but also helps them to maximize the use of resources and centralize compliance information in a single platform. Some government agencies are already requesting information in electronic format, and the company is now prepared to meet those requirements.

*"In an industry as highly regulated as CooperVision's, being innovative and maintaining a culture of continuous improvement, while we identify and put cutting-edge programs into practice, is instrumental to remaining competitive in operations as well as ensuring compliance with state and federal regulations. Before this, we were working just to maintain the system, but EHS Tracker now provides us with a proven management system to manage Environment, Health and Occupational Safety issues. This information is immediate, current, and supports our daily tasks. Everything we do at CooperVision is so important that it needs to be done in a way that protects the health and safety of our people, meeting the highest standards of environmental compliance. To the extent that we can protect the environment and our partners, we are fulfilling our social responsibility, our moral commitment and helping to create a better Puerto Rico,"* concludes Santiago.

The company is already planning the implementation of EHS Tracker in other operations in the Americas region, including facilities in New York and Costa Rica, and is building a roadmap for the globalization of the application, using the Microsoft Azure platform in service mode.

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