

## CASE STUDY · LOGISTICS &amp; WAREHOUSING

# Cutting LTI rate by 38% across a national DC network

How a large logistics operator rebuilt its MSK injury response around early intervention — and took \$1.1M of annualised cost out of the business.

<b>Industry</b> Logistics & Warehousing	<b>Workforce</b> ~4,500 FTE across 22 DCs	<b>Deployment</b> National rollout	<b>Payback</b> < 6 months
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↓ <b>38%</b> Lost-time injury rate	↓ <b>24%</b> Cost per claim	<b>\$1.1M</b> Annualised saving	<b>5:1</b> ROI in year one
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## ABOUT

A national third-party logistics operator running 22 distribution centres across five states. Workforce: heavy manual handling, pick-pack, forklift operations, 24/7 shift work. MSK injuries had long been the single largest driver of workers' compensation cost.

## THE CHALLENGE

**Delay was the dominant cost driver.** Injuries were typically reported the morning after — sometimes days after — leaving early intervention impossible. By the time the safety team got visibility, a strain had often become a claim.

**Triage varied by site.** 22 DCs meant 22 interpretations of the same injury. Some supervisors escalated too quickly; others not at all. The result was unpredictable outcomes and unpredictable cost.

**Unnecessary external care.** Workers were being routed to GPs and EDs for issues that would have resolved with early advice and suitable duties — driving up claims cost and lost time.

## THE SOLUTION

**SPOC.ai became the first point of contact** for every MSK injury across all 22 DCs. Workers accessed the triage via QR code at the dock, the pick floor and the crib room — under 30 seconds to onboard.

**Structured intake, every time.** Every injury captured the same clinically-aligned data: mechanism, location, severity, red flags, functional impact. A site manager in Perth saw the same output as a site manager in Brisbane.

**Clinical escalation under 10 minutes** where required, with full session context already loaded. Structured handoff to onsite clinicians or GP network for early intervention and return-to-work support.

**THE RESULTS**

**Time-to-report collapsed** from a 26-hour median to under 4 minutes within the first 60 days.

**Lost-time injury rate fell 38%** across the network in the first 12 months, driven by earlier intervention and better-suited duties recommendations.

**Cost per claim dropped 24%**, driven by fewer claims escalating beyond self-management and reduced external care.

**\$1.1M in annualised savings** across claim cost and productivity, against an investment well under \$250K. Year-one ROI: 5:1, with higher returns modelled in year two as preventable repeat injuries decline.

**BEFORE VS AFTER**

BEFORE SPOC.ai	AFTER SPOC.ai
Median time-to-report: <b>26 hours</b>	Median time-to-report: <b>&lt; 4 minutes</b>
LTI rate: <b>31%</b> of MSK injuries	LTI rate: <b>19%</b> of MSK injuries
Avg cost per claim: <b>\$7,900</b>	Avg cost per claim: <b>\$6,000</b>
Triage consistency across sites: <b>low</b>	Triage consistency across sites: <b>standardised</b>
Unnecessary GP/ED referral rate: <b>~45%</b>	Unnecessary GP/ED referral rate: <b>~18%</b>

*“spoc.ai has fundamentally changed how we manage injuries across our operations. What used to rely on inconsistent judgement is now structured, immediate, and clinically guided. We’ve seen a clear shift in early reporting, faster intervention, and a measurable reduction in escalation to claims. It’s not just a tool — it’s become a critical part of how we manage risk and protect our workforce.”*

— GM Health, Safety & Wellbeing · National Logistics Company

**See how SPOC.ai can deliver the same result for you.**

Book a 15-minute walkthrough — we’ll model ROI on your injury profile.

[spoc.ai / demo](#)

This case study is illustrative and anonymised, built on representative deployment outcomes. Individual results will vary based on baseline injury profile, workforce composition and operating context.