

## CASE STUDY · PORTS &amp; HEAVY INDUSTRY

# One triage standard across 6 ports and 12 contractor companies

An ASX-listed ports operator used SPOC.ai to unify injury response across a mixed employee/contractor workforce — reducing severity and defending against premium hikes.

<b>Industry</b> Ports & Heavy Industry	<b>Workforce</b> ~2,800 people (direct + contractor) across 6 ports	<b>Deployment</b> National rollout	<b>Payback</b> < 6 months
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↓ <b>45%</b> Severity of new claims	↓ <b>31%</b> Claim frequency	<b>\$720K</b> Annualised saving	<b>6:1</b> Year-one ROI
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## ABOUT

An ASX-listed port operations and stevedoring business running container and bulk operations across six Australian ports. Mixed workforce of direct employees, stevedores, truck drivers and contracted maintenance crews — a triage consistency nightmare in a high-consequence environment.

## THE CHALLENGE

**Triage responsibility was fractured.** When a contracted maintenance worker injured themselves at the prime's site, nobody was sure who triaged, who reported, or who escalated. Contractors often dropped out of the injury management lifecycle entirely.

**Premium pressure.** A run of three high-cost claims across two ports put the business in the underwriter's spotlight. Leadership needed a visible, defensible response before the next renewal.

**After-hours gap.** Port operations run 24/7, but clinical response didn't. Night-shift injuries regularly went unmanaged until the morning crew turned over.

## THE SOLUTION

**SPOC.ai deployed as the single first-response layer** across all six ports — available to employees and contractors alike, regardless of employer.

**Contractor-friendly onboarding.** QR-code access at every gate meant a contractor truck driver could trigger triage in under a minute without needing an account, an app install, or a supervisor.

**24/7 clinical escalation pathway** that didn't depend on who was rostered onsite. Every injury got the same response at 2am as at 2pm.

**Prime + contractor dashboards** so both parties had visibility of the injury lifecycle without stepping on each other's data privacy obligations.

**THE RESULTS**

**New claim severity fell 45%**, measured as average workers' compensation cost within 12 months of injury report.

**Claim frequency dropped 31%** as early triage caught injuries that previously escalated silently.

**Defensible premium position:** the underwriter accepted a flat renewal on the back of the deployment, against an expected double-digit increase.

**\$720K in annualised savings** and a measurable shift in contractor engagement with injury reporting.

**BEFORE VS AFTER**

BEFORE SPOC.ai	AFTER SPOC.ai
Contractor injury reporting rate: <b>~30%</b>	Contractor injury reporting rate: <b>~85%</b>
Avg claim severity: <b>\$11,200</b>	Avg claim severity: <b>\$6,200</b>
After-hours triage coverage: <b>inconsistent</b>	After-hours triage coverage: <b>100%</b>
Premium renewal trajectory: <b>+12%</b>	Premium renewal: <b>flat</b>

*“Our underwriter came in expecting a difficult conversation. Instead, we walked them through live SPOC.ai data and the conversation changed. It’s one of the clearest operational wins we’ve delivered in three years.”*

— Chief Risk Officer · ASX-listed ports operator

**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.