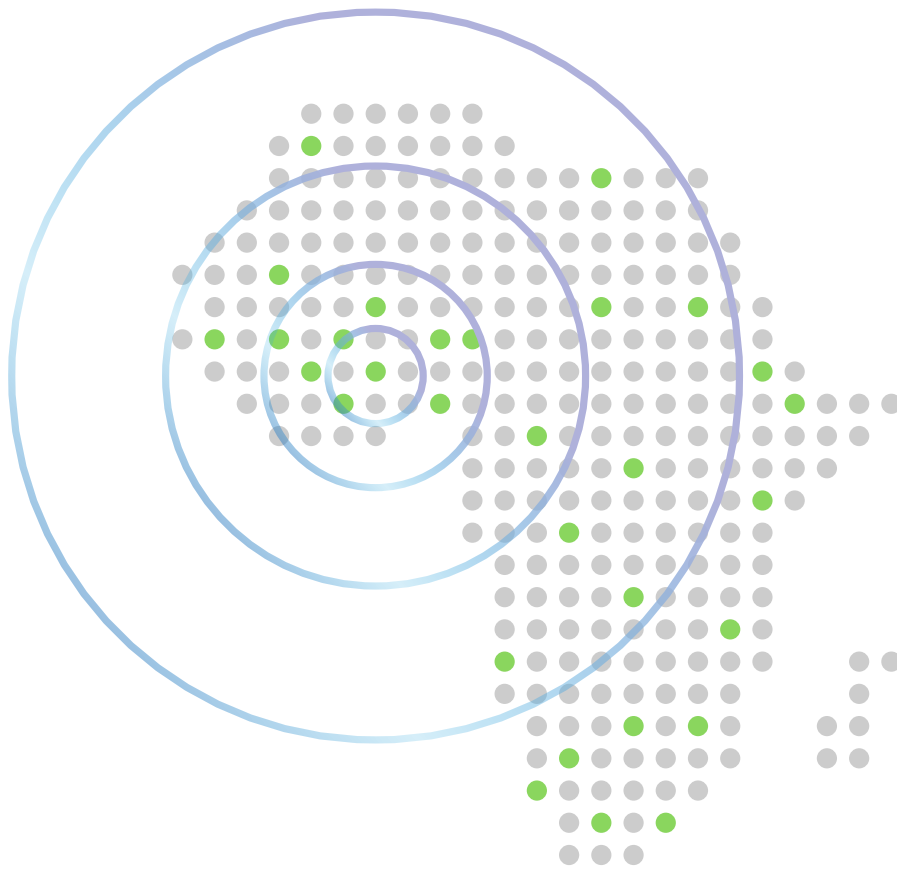# Intertek's Farm Sustainability Audit and Analytics Platform

Creating a unique traceability and inspection app

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Aud.IT: Intertek's Analytics Platform

Intertek are a provider of Total Quality Assurance to global industries, offering testing, inspection, certification and more. Intertek's sustainability programme was developed in response to the challenges of growing complexity across organisations' value chains and consumer expectations of corporate responsibility.

The Challenge

Intertek inspectors visit farm-level suppliers on behalf of their clients, completing surveys to confirm that working practices are compliant.

Due to the remote nature of many producing regions, this was a manual process using clipboard and pen. Data was captured on-site, then re-entered into spreadsheets for analysis upon the inspector's return to the office.

This raw data could only be made available for collation and analysis once the entire survey was complete, often some weeks later, as the inspectors were travelling to and around remote growing regions.

Intertek needed a solution that would allow them to collate and analyse data faster, and that provided greater data integrity, removing the risks associated with paper record-keeping and re-entering data.

The Solution

Gen10 developed a 2-pronged solution to the challenge, combining a web app control centre with a mobile app for use during the survey. The web app allows Intertek to create unique surveys and KPIs, detail the list of sites to be visited and view live dashboards of the survey results. The app's analytics features include a map with colour-coded location markers for an immediate view of performance.
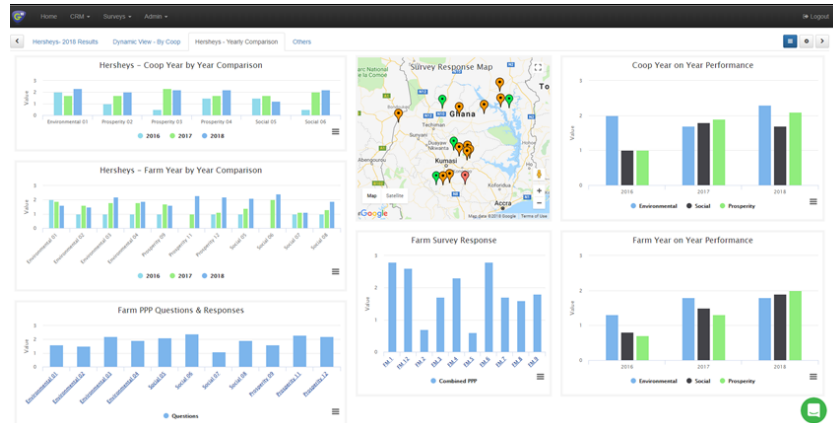
The mobile app allows inspectors to complete the surveys on mobile or tablet devices in a standard format, and enhances the survey results with the device's GPS location as well as any supporting evidence such as photographs and comments on evidence. Farm identifier codes, pre-set questions and pre-defined responses mean that Intertek have greater control over how inspectors complete the survey, as well as better data validation.

Survey responses are stored on the device until the inspector has access to an internet connection and uploads them, at which point the data is available for Intertek and the client to view immediately. This gives inspectors unlimited global access to the surveys without compromising on the accuracy or timeliness of results.

Intertek also uploaded several years' historical sustainability data onto the app to help their clients validate their responsible sourcing initiatives.

The Outcome

The apps address the challenges of data collection and access in remote producing regions and streamline the survey process of Intertek's sustainability programme. Intertek and end users have gained access to new insights, trends and benchmarks from their data.

Intertek can collate and analyse survey results without waiting for inspectors to return to the office, meaning clients have faster access to their data and can address identified issues more rapidly than ever before. They have better assurance of data integrity as responses are now standardised, consistent and validated centrally after submission.

"This is a game changer for us, dramatically improving how we collect, bank and share data with our clients. Efficiencies will be generated across the board and we and our clients will be able to utilize this data in a much more productive manner, which ultimately will accrue to the bottom line. Report generation, trend analysis and other value added data mining activities will be carried out in a fraction of the time it presently takes our teams, greatly expanding our capabilities."

Bill Raffety, Sustainability within Agriculture Services, Intertek

About Gen10

Gen10's mission is to bring transparency, sustainability and value to commodity supply chains.

What makes Gen10 different is our focus on making the day-to-day tasks of commodity trading faster and simpler through automation and collaboration.

Using an industry-leading ecosystem of apps, platforms and APIs, we create technology that works with your processes to solve your most pressing challenges.

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