

## Arizona Business Gazette

### Tempe group in vanguard of health-data management

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by Patricia Bathurst - Jan. 15, 2009 12:00 AM  
Special for the ABG

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When Nathan Giles first began working with Intel Corp. in 1994, he was a consultant brought in to help the company assess and resolve the ways it reported, tracked and solved health and safety issues. He and his programming team developed a method to help the company significantly reduce on-the-job injuries, accidents and lost days, improving production time and the staff's overall health.

Their work helped Intel reduce its recorded on-the-job injuries from the 17th percentile to a standing in the bottom 1 percentile. By 1997, Intel asked Giles to form an independent company that would allow them to continue a long-term relationship - and incidentally, allow Giles to launch Ex3, a Tempe-based company that's become an international leader in global, integrated data management for environment, health, safety, security and productivity.

Its clients range from NASA to Arizona State University, and include Fortune 500 companies in the technology industry, auto manufacturing, aviation and pharmaceuticals, as well as the Armed Forces and DOE laboratories such as Los Alamos. Along the way, the company's grown from four to 60 employees, added an office near Cleveland to work with East Coast customers, and worked with customers in all 50 states and more than three dozen countries.

"Every client who's ever been a client still is," said Mark Kleinman, the company's director of business operations. He said it is a testament to Ex3's level of customer service, but also to the company's ability to analyze on-the-job accidents and other issues relating to health and safety.

In essence, their systems help a company understand why an incident happened, how it happened, what could have happened, what to do next, or how the problem was resolved. The answers can be used to ensure it doesn't happen again.

"Most people think of safety as compliance reporting," Kleinman said, adding that Ex3's systems and approach go beyond reporting to help clients to keep their employees safe, healthy and productive.

For instance, the company's work with NASA involved working with the administration's 21 centers around the country, each of which had its own process for dealing with health and safety issues. That made consistent reporting almost impossible.

Ex3 created a streamlined process for all of NASA's environment, health and safety reporting, which initially led to a 1,700 percent increase in reported injuries and illnesses. "We're very proud to be able to say we've increased the safety and productivity of every employee with NASA," Kleinman said.

The company also has developed multi-language capability in reporting with real-time translations for their systems. "When a corporate nurse based here pulls up information reported on an incident, accident or injury in another part of the world, it's already translated," Kleinman said. "It allows companies to be able to be very proactive in response." That ability gives Ex3 a major advantage in working with multi-national companies, he said.

"We'd really like to be the premier vendor for environmental health and safety data management in the world," Kleinman said.