



# Nortura modernizes Health and Safety reporting



Nortura and Capgemini enabled the successful rollout of a modern Health and Safety ServiceNow platform, empowering employees and strengthening organizational safety culture

**Client:** Nortura

**Region:** Norway

**Industry:** Fast-moving consumer goods

**Client challenge:**

Nortura sought to modernize its Health and Safety reporting by replacing its legacy injury database with a unified digital platform that ensures compliance, improves reporting accuracy, and empowers employees.

**Solution:**

Capgemini partnered with Nortura to implement ServiceNow's Health and Safety module, enabling streamlined reporting, mobile accessibility, real-time dashboards, and a safer, data-driven operational environment.

**Benefits:**

- Simplified, user-friendly incident reporting through portal and mobile
- Real-time dashboards for actionable insights
- GDPR-compliant data management
- Faster response to reported incidents and improved safety governance
- Scalable foundation for future health and safety environment digitalization

In order to deliver a more consistent Health and Safety reporting experience across its many factories, Nortura partnered with Capgemini to implement the ServiceNow Health and Safety module and enable more flexible accessibility. As a result, the company has simplified the reporting process, improving its overall ability to provide safe working conditions for its employees regardless of location.

## Making workplace safety reporting easier

Nortura, one of Norway's leading food production companies, manages a complex operational environment across more than 30 factories. Ensuring workplace safety is essential for both its workforce and its production continuity. With the legacy injury database becoming outdated and difficult to maintain, Nortura made a proactive strategic decision to modernize its Health and Safety processes.

The goal was to enhance reporting capabilities, increase transparency, and build a scalable foundation for future improvements. In addition, Nortura wanted to ensure the new solution would be user-friendly and easily accessible from both mobile devices and laptops, enabling employees to report incidents anytime and anywhere.

To accomplish this, the company selected ServiceNow's Health and Safety module as the new platform due to its flexibility, mobile-first design, and strong compliance capabilities. Nortura partnered with Capgemini to ensure that the implementation aligned with business needs, worker safety requirements, and long-term digital ambitions. This initiative was not just a replacement of an older tool—it represented a major step forward in creating a safer, more efficient, and data-driven working environment.

## Building a flexible solution for all employees

The implementation focused on delivering a modern, intuitive, and compliant solution that addressed Nortura's operational realities. Together, Nortura and Capgemini developed a structured rollout. This included a user-friendly landing page, intuitive forms, mobile reporting, automated notifications, and a dedicated Health and Safety workspace for managers, safety representatives and the organization's HR representatives.

The joint team collaborated closely with business stakeholders to ensure the solution met user needs and regulatory expectations. As part of the rollout, Nortura and Capgemini also developed training materials and user guides to support a smooth adoption across all locations.

A total of 31 factories were included in the project's scope, adding significant complexity in terms of

rollout coordination, data readiness, and adoption. Because this meant supporting employees in a variety of circumstances, including those without regular computer access, the project team utilized ServiceNow's Now Mobile. This solution allowed more flexible access and simplified the reporting of accidents, near misses, hazardous conditions, and observations. Meanwhile, analytics and dashboards were configured to provide real-time visibility into incident types, severity, and trends.

The partners delivered the solution through clearly defined sprints, during which they refined requirements, ensured data quality, and incorporated feedback from pilot users. Throughout this process, Capgemini supported Nortura by successfully maintaining momentum through strong collaboration and disciplined planning.

## Streamlining reporting and improving accessibility

Since going live in November 2025, Nortura now benefits from a significantly improved Health and Safety reporting process. Employees can report incidents quickly from any device, while managers and safety representatives have a centralized, role-based workspace to assess, respond, and take action. Real-time dashboards offer new levels of transparency, enabling Nortura to enhance safety governance and reduce risk.

The new platform has replaced multiple manual steps and legacy constraints, delivering faster processing, improved data accuracy, and stronger compliance. The smooth and problem-free go-live demonstrated the maturity of the delivery approach and the value of the partnership.

Looking ahead, Nortura is now positioned to further advance its safety initiatives by leveraging the platform for continuous improvement, broader automation, and deeper insights. The strong collaboration established during this project forms a solid foundation for future enhancements and continued digital transformation. Together, Nortura and Capgemini will continue to enhance this solution using a DevOps model while also expanding the Health and Safety Risk Management functionality, including inspections and risk assessments.

*"Making it easier for employees to report incidents and near misses is one of the most effective ways to strengthen our safety culture. With this solution, we are lowering the threshold for speaking up and learning from what happens in our operations."*

*"A strong safety culture starts with transparency. When employees can easily report incidents and observations, we gain the insight we need to prevent accidents and continuously improve."*

- Øystein Pettersen, Head of HSE

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