



## Case Study



### PROJECT OVERVIEW

Lexmark, an advocate for environmental sustainability, needed a scalable solution for chemical management spanning both corporate and manufacturing facilities.

Lexmark turned to SiteHawk to implement a corporate-wide MSDS management system that replaced in-house systems and resources, resulting in a more cost-efficient and consistent approach across the organization.

*What I value the most are the people behind the system. SiteHawk's customer service is the best I have ever had.*

— John Gagel  
Manager Sustainable Practices –  
EH&S  
Lexmark International

### The Company

Lexmark International is a leading developer, manufacturer and supplier of printing and imaging solutions for offices and homes. Their products are sold in more than 150 countries in North and South America, Europe, the Middle East, Africa, Asia, the Pacific Rim and the Caribbean.

### The Challenge

Prior to engaging SiteHawk, Lexmark utilized an in-house system and personnel for MSDS management. While the company was able to maintain regulatory compliance and a safe employee environment, company management felt that there was a better way to manage critical chemical data information.

Specifically, Lexmark wanted a solution that compiled chemical data in a consistent fashion across the organization, providing site-level data for the manufacturing plants, but also furnishing a corporate view of chemical and MSDS information to achieve better visibility and control across the organization. Furthermore, they were looking for an outsourced solution that would assume the daily chore of acquiring, updating, and maintaining the tens of thousands of MSDS documents stored internally.

### The Solution

Lexmark chose SiteHawk Professional to maintain their MSDS and chemical data management efforts across the organization, including the corporate office and four manufacturing plants. One of the chief benefits of the project is that Lexmark was able to reduce their active MSDS count from over 12,000 materials to approximately 6,500 chemicals that remain active today. The remaining chemicals were archived electronically for recordkeeping and compliance purposes, thus giving Lexmark a more accurate and manageable chemical inventory.

“By utilizing SiteHawk, we’ve witnessed a big improvement in data integrity and streamlined the volume of information that we need to track” commented Les Renn, MSDS Program Administrator for Lexmark. “SiteHawk has been extremely responsive to Lexmark’s needs and is well worth the investment.”

Additionally, Lexmark relies on the SiteHawk application to produce workplace labels and expedite the introduction of new materials to the company. Connecting the core MSDS management service, workplace labeling, and the chemical authorization process enabled Lexmark’s operations team to shorten the chemical introduction process from weeks to days.