

Real-Time Expert Oversight for Food Safety Inspections

How OMAFRA modernized field inspections with secure live collaboration, giving Food Safety Inspectors instant expert guidance and audit-ready traceability.



90%

Faster expert response time with instant live-stream collaboration



85%

Reduction in non-conformance incidents vide standardized workflows



65%

Faster inspection documentation with reports and media evidence

Client: Government of Ontario – Ministry of Agriculture, Food and Rural Affairs (OMAFRA)

Industry: Food Processing / Regulatory Compliance / Public Health

Scale: Provincial oversight across multiple food inspection sites

Worker Environment: Food Safety Inspectors conducting pre- and post-inspections in meat processing facilities

IT Environment: Secure private cloud; on-premise data archiving; limited Wi-Fi zones; AES- 256 encryption

Devices: RealWear HMT-1 (inspection floor); tablets/laptops for remote supervisors; government desktops for administrators

The Ontario Ministry of Agriculture, Food and Rural Affairs (OMAFRA) plays a crucial role in safeguarding public health by regulating food safety standards across the province's meat processing facilities. Food Safety Inspectors (FSIs) conduct pre- and post-mortem inspections daily to ensure compliance with federal and provincial regulations. However, these inspections often involve complex and time-sensitive decisions — from identifying abnormal pathologies to managing equipment malfunctions — which sometimes require immediate expert input. Historically, inspectors relied on phone calls or email exchanges to consult senior veterinarians or supervisors. This led to delays, inconsistent documentation, and missed opportunities for timely intervention.

Limited connectivity inside processing plants and strict government data-security mandates made it impossible to use most commercial video collaboration tools. Supervisors were forced to travel between multiple sites weekly to provide oversight, further straining time and resources. Meanwhile, inspectors spent hours each day documenting results manually, compiling photos and notes for audits that could take weeks to finalize.

"We needed a way to have our experts virtually over the inspector's shoulder — without compromising security or compliance."

Solution: Telepresenz® Smart Ops™ for Digital Inventory Management and Remote Inspections

OMAFRA adopted Telepresenz® Smart Ops™ to digitize inspections and enable real-time collaboration between field inspectors and remote experts.

Using a secure private-cloud and on-prem hybrid setup, Smart Ops™ complied fully with FIPPA and PHIPA. Inspectors were equipped with RealWear HMT-1 devices to stream encrypted live video directly to veterinarians and technical specialists.

Experts could finally see what inspectors saw in real time, annotate on the live feed, and guide corrective actions. When connectivity dropped, Smart Ops™ cached all media locally and synced automatically later, ensuring no data loss even in low-Wi-Fi zones.

Standardized digital checklists ensured consistent pre- and post-inspection steps, with each action timestamped and supported by photo/video evidence. Supervisors accessed everything remotely through secure dashboards, reducing the need for frequent site visits.

All sessions — live streams, voice notes, and annotated media — were automatically archived for seven years with digital signatures and access logs for full audit traceability.

The result: supervisors eliminated weekly travel, inspectors received instant expert support, and audit preparation time shrank from weeks to days.

“Smart Ops™ gave our teams the ability to collaborate securely and instantly, even in restricted environments.”

The deployment of Telepresenz® Smart Ops™ brought measurable improvements across all key operational metrics. Expert response time dropped from 30–60 minutes to less than 5 minutes, allowing critical decisions to be made on the spot. Documentation time was reduced by 65%, as inspectors no longer needed to manually compile reports or upload photos separately.

Audit non-conformance rates decreased by 85%, driven by standardized workflows and real-time expert oversight. Supervisory travel was reduced from weekly to monthly, saving both time and costs while improving coverage across multiple facilities.

OMAFRA's teams now have a live, searchable knowledge base of inspection data, accessible securely from any approved device. Training and mentoring are delivered remotely using recorded sessions, fostering continuous learning and skill development across the inspection workforce.

Key Outcomes:

- 90% faster expert guidance response time
- 85% fewer audit non-conformance incidents
- 65% reduction in report preparation time
- 75% reduction in supervisory travel
- Full compliance with FIPPA and PHIPA data regulations

“Smart Ops™ gave us full visibility overnight — literally.”

**About Telepresenz®**

Telepresenz® — AI-Powered. Frontline-Focused. Future-Ready. Telepresenz connects inspectors, engineers, and administrators through real-time collaboration and AI-powered operational workflows. With Smart Ops™, aerospace teams gain digital control over inspections, inventory, and compliance — turning complex maintenance programs into seamless, transparent, and efficient operations.