

Sustainability software selection guide

Why do organisations invest in sustainability software?

- Drives accountability, transparency and efficiency
- Streamlines reporting
- Enables compliance assurance
- Provides centralised data management
- Improves analytics and reporting capabilities
- Facilitates innovation
- Engages internal and external stakeholders

Do's and don'ts for selecting software

- ✓ **DO** involve all relevant teams and departments. The system could be of use to them too!
- ✓ **DO** make sure you have a vendor point of contact to streamline the engagement process.
- ✓ **DO** shop around and compare functionality, scope, cost and ongoing support.
- ✓ **DO** request references and speak to existing users to get a better understanding.
- ✓ **DO** make sure the software will continue to evolve to support you on your reporting journey.
- ✗ **DON'T** listen to the hype! Make sure the software is right for your needs.
- ✗ **DON'T** hesitate to question high implementation costs.
- ✗ **DON'T** forget to engage your IT security team early in the process.

Checklist for selecting a sustainability software

USABILITY

- Does it feel intuitive for first time users?
- Can each users' experience be tailored to their specific requirements?
- Can the supplier provide evidence of usability and support statistics?

ANALYSIS

- Does the range of analytics meet the breadth of stakeholder requirements?
- Can uploaded data be modelled, apportioned and compared?
- Does the system allow data to be grouped into unlimited customisable sets?

COST

- What variables will cause the licence fee to change over time?
- How are support costs calculated and charged?
- How does the supplier differentiate between client and generic development costs?

IMPLEMENTATION

- If transitioning from another system, how is continuity risk minimised?
- Does the number of training days proposed raise concerns about usability?
- Can global implementation be supported remotely?

ONGOING SUPPORT

- Is subject matter support included in addition to technical software queries?
- Is a named account manager provided and are regular reviews scheduled?
- Are subject matter updates and briefings provided?

CREDIBILITY

- Will the supplier facilitate introductions with existing clients?
- Can the supplier provide an independent client satisfaction assessment?
- Does the software have relevant accreditations and/or certifications?