



Why Companies Replace Their EHS&S Software Systems

April 10, 2019
Webinar

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Conferences



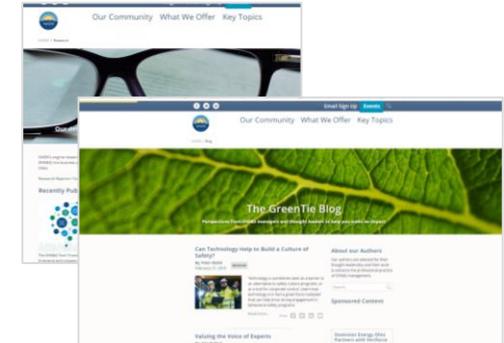
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Actionable Strategies that Empower Corporate
EHS&S Leaders to Make an Impact

NAEM's diverse community for EHS&S leaders



Today's Speakers



Elizabeth Ryan
Director,
Communications
NAEM



Taylor Gelsinger
Manager,
Research & Analytics
NAEM

**Have a
question?**

**Type it into the
chat box in the
lower right-hand
corner.**

Today's Purpose

To help you to optimize your system management...or your search

- To share highlights from NAEM's latest research report
- To benchmark common pitfalls when it comes to selecting, implementing or managing your EHS&S software systems
- To identify strategies for those who are shopping for new software
- To problem-solve on how to correct issues before you need to return to the market

About Our Research

- Research Approach:
 - Survey fielded between December 2018 - February 2019
 - One-on-one interviews with EHS&S leaders and software implementation experts
- Scope:
 - Reasons why companies are returning to the market
 - Desired functionality in a new system
 - Satisfaction with key system attributes
- 61 responses:
 - 27 companies who are returning to the market
 - 34 companies who are not in the market



MARCH 2019

Why Companies Replace Their EHS&S Software Systems



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What You'll Find Inside

Strategies to optimize your software management and search

Stories from peers who have gone through a software replacement

Insight into how you'll know when it's time to make a switch

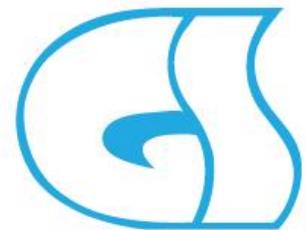
Results from NAEM's benchmarking survey among returning software shoppers

Advice from software implementation experts



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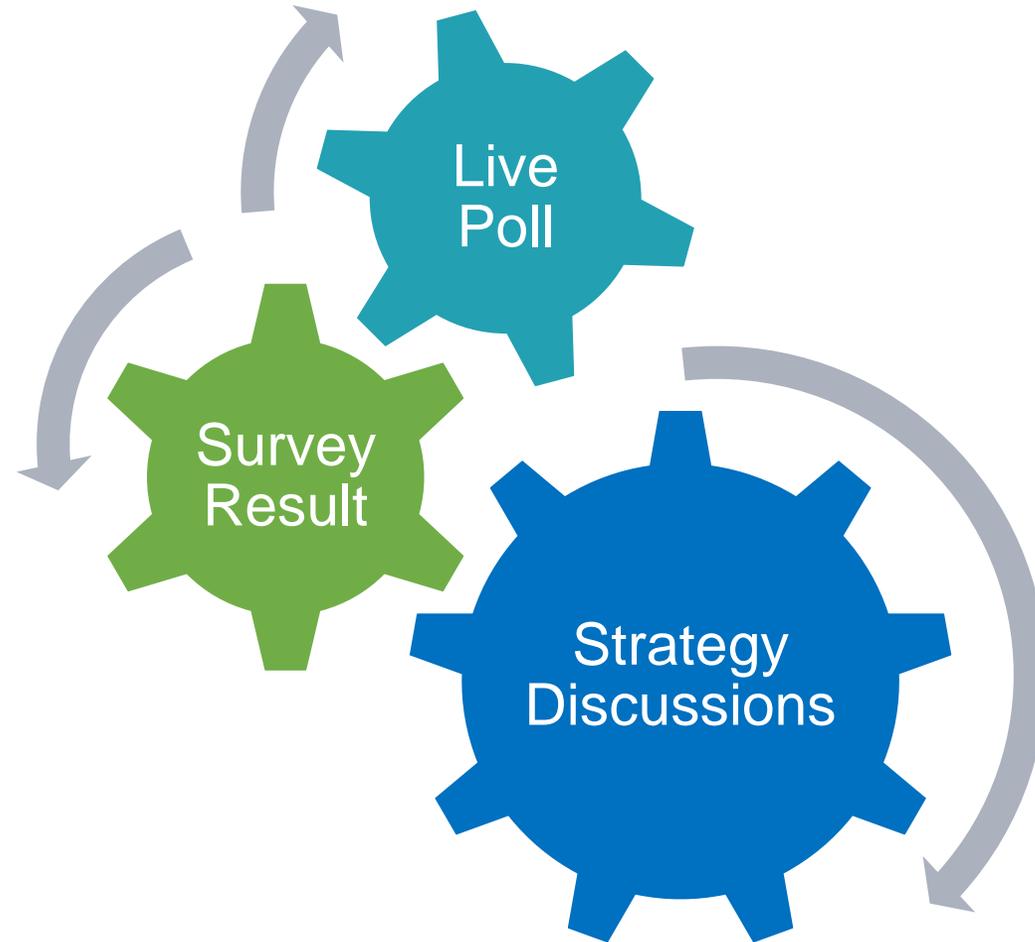
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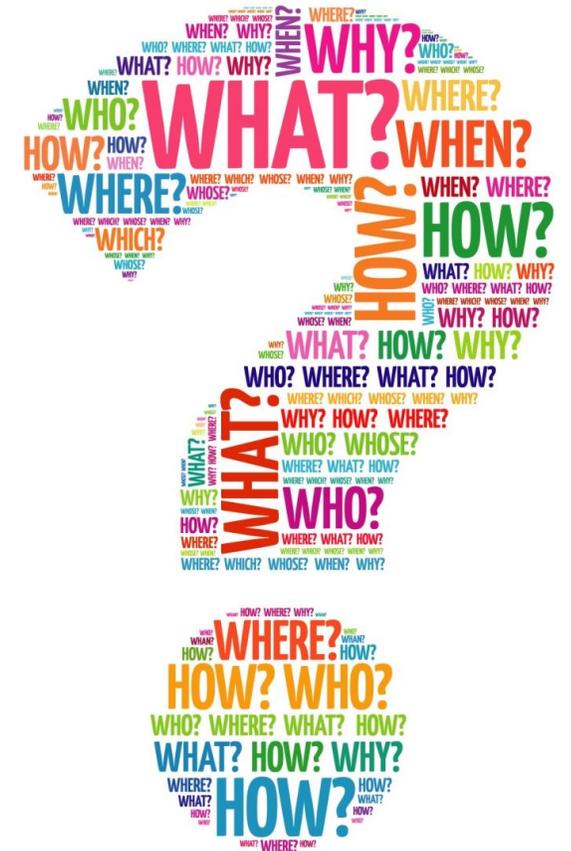
Interactive Benchmark

The Benchmarking Process



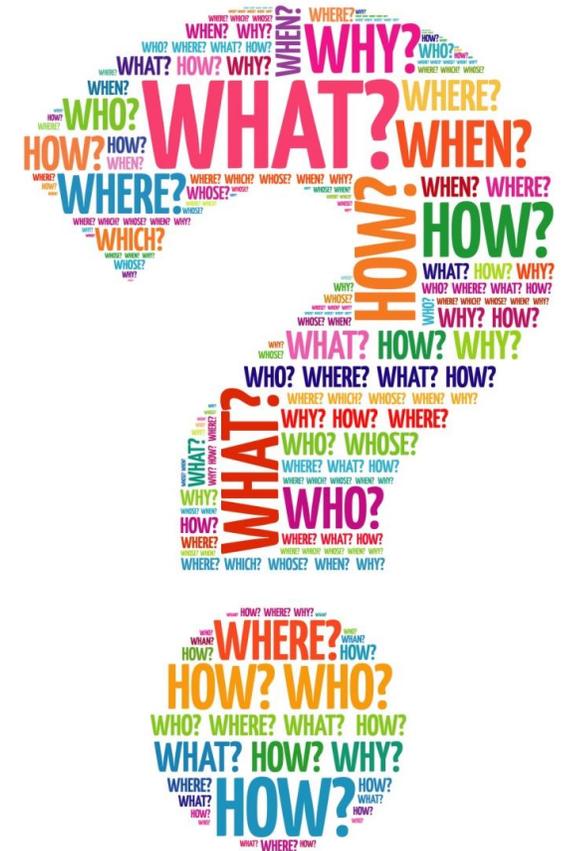
Q1: Which of the following best describes you? (Select one)

- A. I am an “in-house” EHS&S professional
- B. I am a consultant or service provider
- C. I work for an NGO
- D. Other



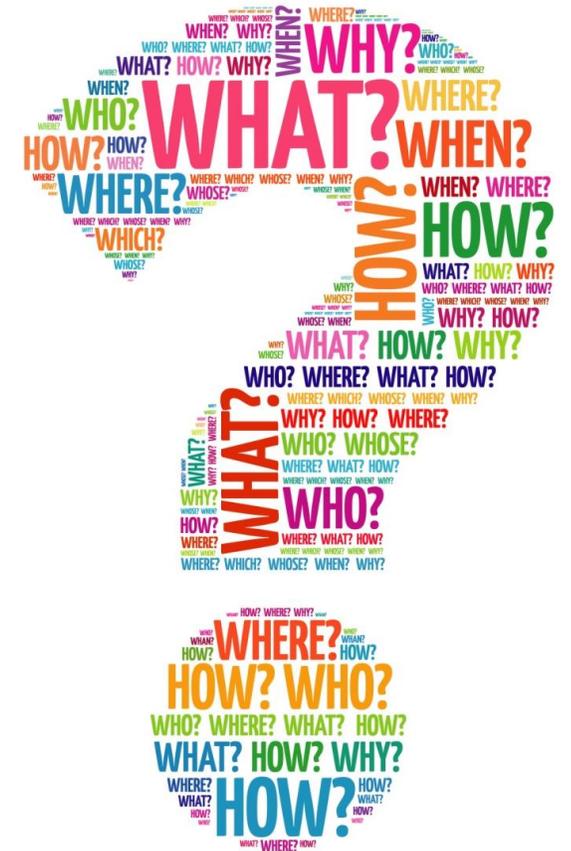
Q2: What kind of system are you looking for? (Select one)

- A. An enterprise-wide system to manage all of our EHS
- B. A point solution to address targeted needs
- C. Other



Q3: Why are you in the market for new software? (Check all that apply)

- A. We need new functionality
- B. There's been a change in our business objectives
- C. Maintenance costs
- D. Issues with our system's performance
- E. Other



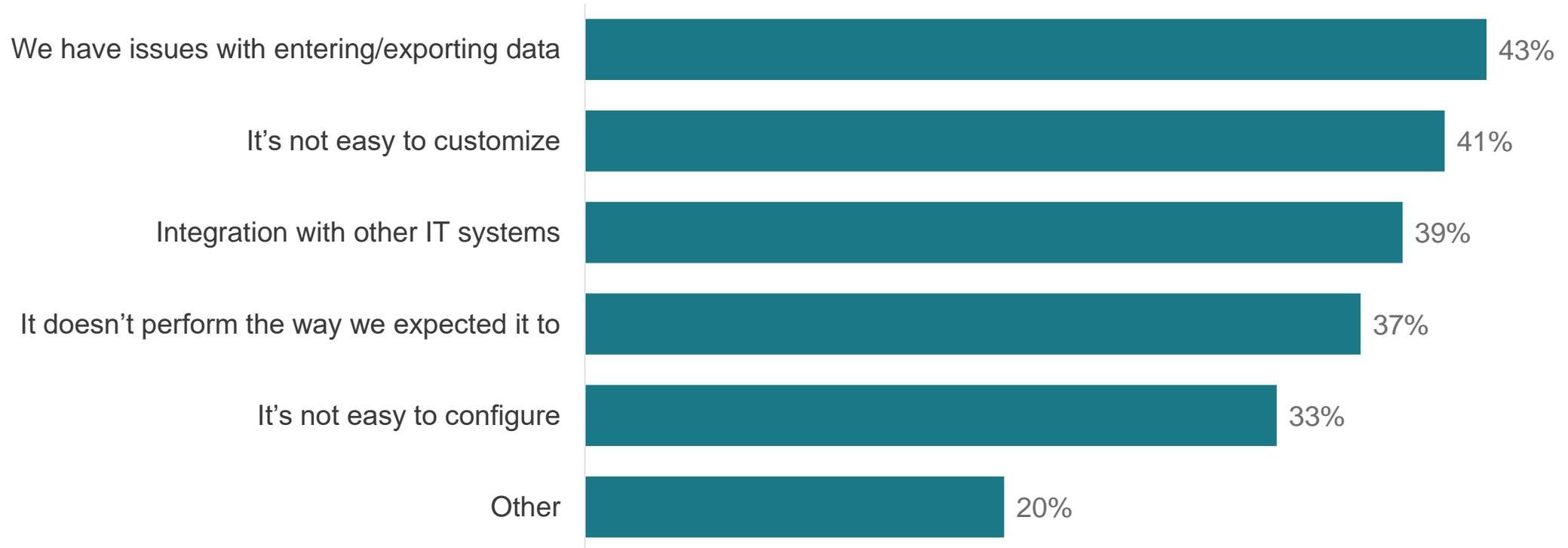
“The needs of my company have changed because we are restructuring. Now that the system isn’t meeting our needs, functionality is being wasted and users are frustrated. When the needs of a company change, the solution isn’t right anymore.”

Q4: What are the main issues you're having with your system's performance? (Write-in response)



Data Entering/Exporting is Not Meeting the Needs of Software Users

Top System Performance Issues



N=49



Gap in Satisfaction Among Returning Buyers

Comparing satisfaction among returning buyers vs. non-shoppers

Returning Buyers % Satisfied	Software Attribute	Non-Shoppers % Satisfied
11%	Flexibility of configuration	50%
4%	Performs as we expected it to	41%
7%	Flexibility of customization	38%
11%	Integration with other business IT	29%

N=27

N=34

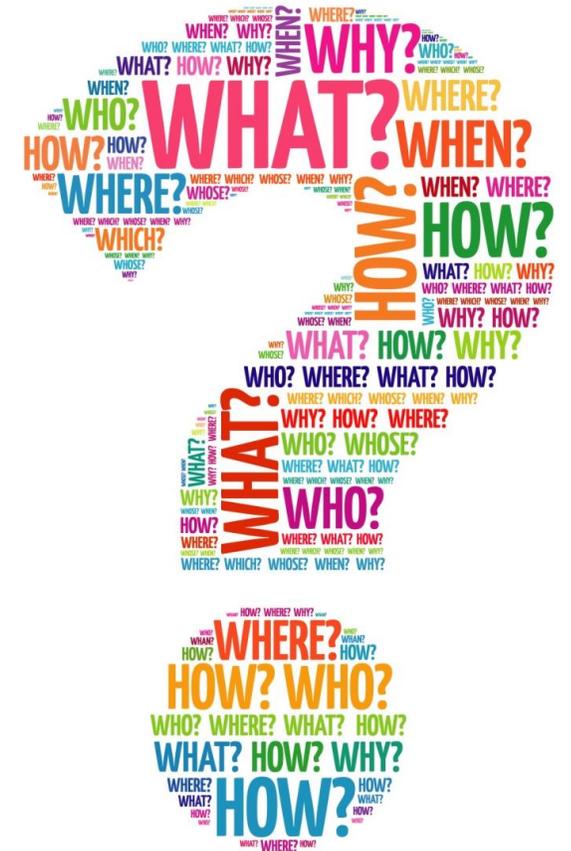




48% of those surveyed in 2019 say user-friendliness is key requirement for a new system.

Q5: What is the top functionality your company seeks? (Select one)

- A. Ability to integrate with other IT Systems
- B. Real-time metrics tracking and performance measurement
- C. Flexibility of configuration
- D. Mobile accessibility
- E. Ability to customize
- F. User-friendly interface



Top Selection Criteria for Returning Buyers

Ability to integrate with other IT Systems

Real-time metrics tracking and performance measurement

User friendliness

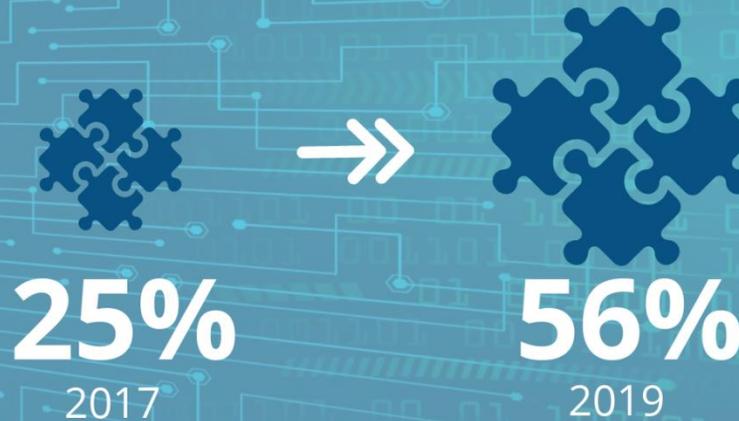
Mobile accessibility

Ability to customize

The Need for Integration is Growing

Today's EHS&S Software Buyers Want Easy IT Integration

In 2017 25 percent of those surveyed by NAEM ranked the ability to integrate EHS&S systems with existing IT systems as one of their top five purchase criteria. In 2019, 56 percent of returning buyers said this was their top desired function in a new system.



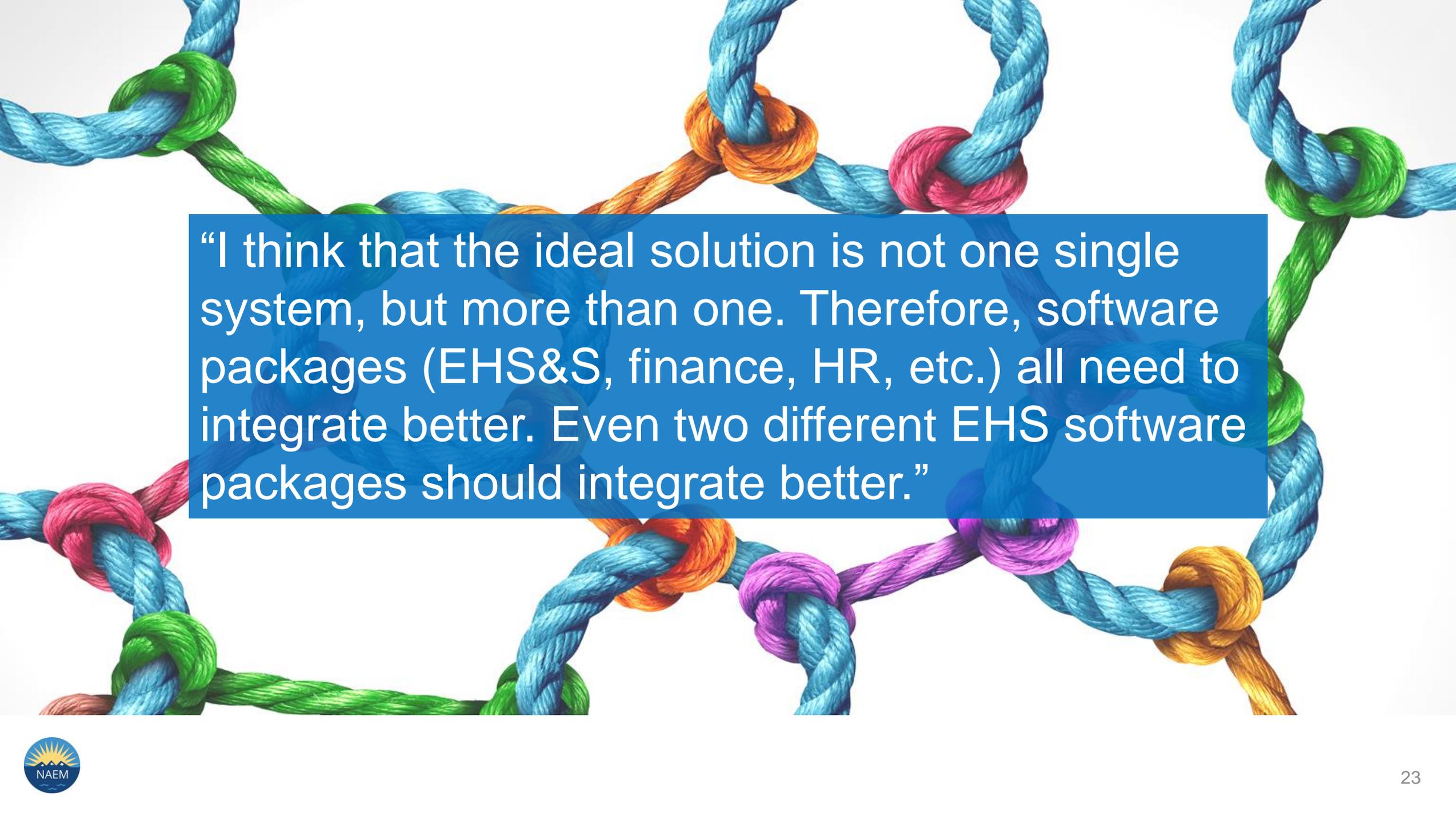
Source: NAEM's 2017 Buyers Guide, NAEM's 2019 Why Companies Replace Their EHS&S Software Systems



*Note: Respondents ranked both IT Integration and Real-time data tracking as their top desired functions.

Q6: How are you integrating EHS&S systems with other IT? Which aspects of your business need better integration? (Write-in response)





“I think that the ideal solution is not one single system, but more than one. Therefore, software packages (EHS&S, finance, HR, etc.) all need to integrate better. Even two different EHS software packages should integrate better.”

Q7: What do you think the root causes of your software dissatisfaction are? (Select all that apply)

- A. Organizational structure
- B. Company size
- C. Changing business objectives
- D. Adapting workflows
- E. Integrating the technology
- F. Other

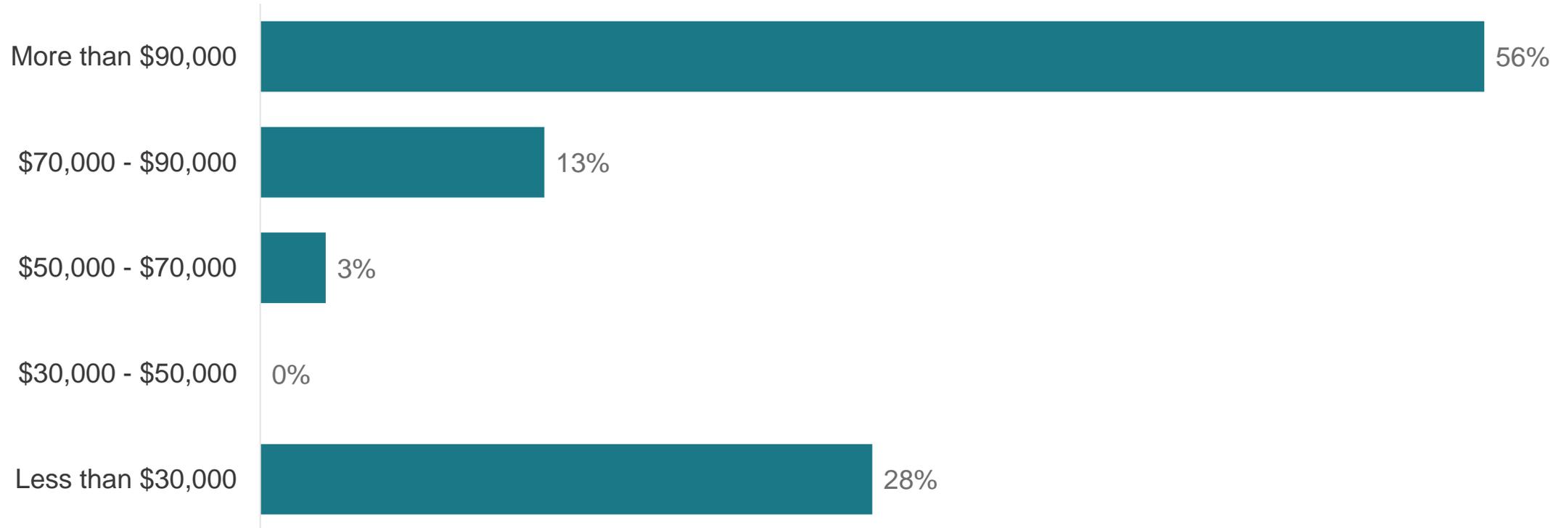


But it may be the internal processes that are causing issues with system performance

“Be sure to establish or map out processes or requirements prior to creating system requirements. This will make sure the system matches how you perform your jobs, rather than forcing users to adapt their processes to the system.”

Many Companies Pay More than \$90K in Annual Maintenance

2019 Annual Maintenance Expense



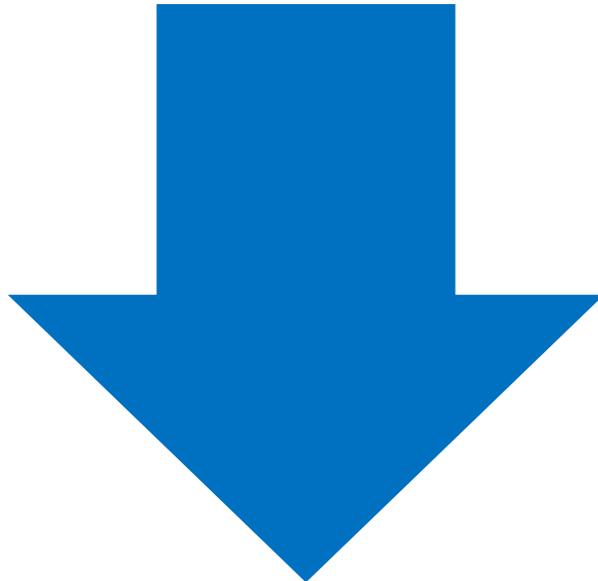
N=39





Ability to Customize

41% say they want the ability to customize



Cost

33% say they are returning to the market due to ongoing maintenance costs



“Evaluate all aspects as a business case. If the system looks inexpensive determine the time and number of clicks a user needs to perform basic and other functions. Some in our organization contend that we've lost more money in transactional inefficiency than we saved in the initial purchase.”

Q9: What are your lessons learned from implementing a software system? (Write-in response)



Lessons Learned

- Take your time
 - “Don't rush the process. Be sure you fully vet options, then take your time blueprinting the design. Engage all stakeholder groups in the evaluation/design/implementation.”
 - “Start small. Get high user engagement before expanding.”
- Be realistic about your needs
 - “Consider your business size and that there are options for all sizes of operations. We are ~60 people and all of the common options were too complex/expensive for us.”
 - “Customization is a bad word.”

Lessons Learned

- Take a full cost accounting
 - “Consider lifecycle maintenance thoroughly.”
 - “Don't look to save money on the front end because you'll likely pay for it later.”
- Do your due diligence
 - “Talk to current users at all levels of the program and ask them what they like and do not like about the program.”
 - “Do a pilot program to make sure that the software works they way they say is does and there is good interface with the systems that are in place.”
 - Request a proof of concept for functionality that doesn't come standard
 - “Seek out colleagues who happen to be customers who use that software to get a feel for the quality of customer service.”

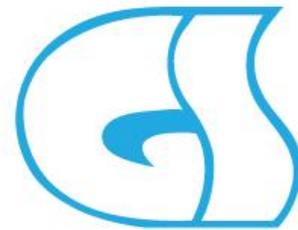




Wrap Up

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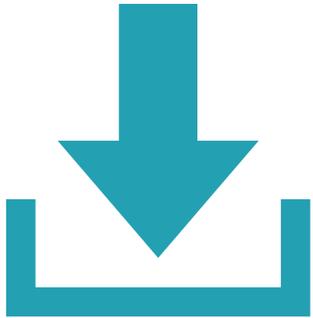
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Download the full report at
naem.org/software-report

The report cover features the NAEM logo and the title "Why Companies Replace Their EHS&S Software Systems" in the top right corner, with "MARCH 2019" below the logo. The central illustration is an isometric scene with various business figures interacting with digital devices like laptops, tablets, and smartphones, set against a background of network lines and icons. At the bottom, it lists sponsors: Cority, Gensuite, VelocityEHS, Wolters Kluwer, and enablon.

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Learn More From NAEM's Software Research



2017 EHS & Sustainability Software Buyer's Guide

MARCH 2017



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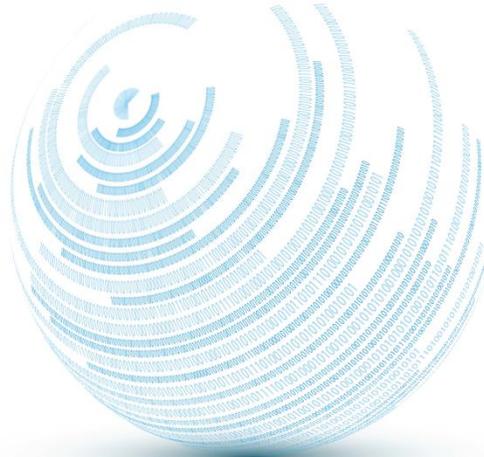
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Ready, Set, Implement

How to Successfully Deploy an EHS&S Software System

MARCH 2018



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Strategies for a Successful EHS&S Software Selection

JULY 2016



- Learn how to frame the business case
- Find out how long the selection process will take
- Get tips to make your selection a success
- Hear from your peers who have been through the process

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