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| The **Breakthrough** Series

## Beyond the features: Pitfalls that can cause your WHS Software implementation to fail



**Dr. Manuel Seidel**

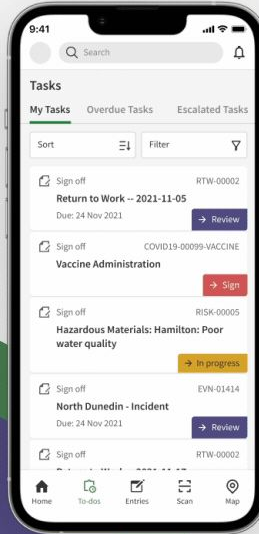
CEO & Founder | ecoPortal



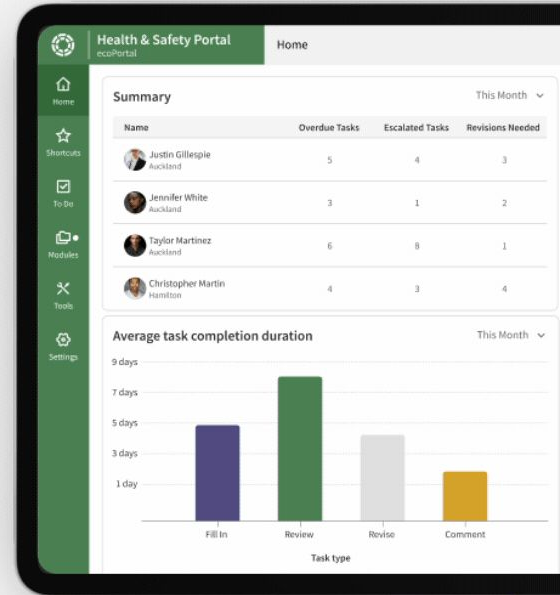
# Safety, Redefined. Engagement, Redesigned.



Frontline worker



HSEQ Manager



# Today's Agenda

**The current state of H&S  
software implementation**

01

**The strategy pitfall**

02

**The user pitfall**

03

04

**The platform pitfall**

05

**The data pitfall**



*Technology Projects*

**fail at a rate of 70%**

\*The Standish Group, 2022



## #1 THE STRATEGY PITFALL

# Not having a clear strategy

- What is your objective?
- Do you have a strong business case?
- Do you have the support/ buy-in and resource to engage ALL stakeholders?

## #1 THE STRATEGY PITFALL

# HOW TO **SUCCEED** INSTEAD

### 1. Get clear on your strategy.

Think about:

- Your objectives.
- Who needs to be involved.
- What success looks like.
- And how you'll measure that.

### 2. Build a stakeholder team from day one.

When everyone is aligned on the “why”, the “how” becomes much, much easier.



## #2 THE USER PITFALL

# Designing for the H&S team, not the end-user

The number one critical success factor for ANY software project is end-user acceptance. If a worker has a poor experience, if it's confusing or takes too long, they simply won't use it.

## #2 THE USER PITFALL

# HOW TO **SUCCEED** INSTEAD

### 1. Prioritise simplicity.

- Choose a modern, user-friendly software system.
- Look for consistency.
- Balance data needs with quick reporting.
- Use clear, layman's terms for questions.

### 2. Adjust experience by role.

Only show frontline workers what's relevant to them.



## #2 THE USER PITFALL

# HOW TO **SUCCEED** INSTEAD

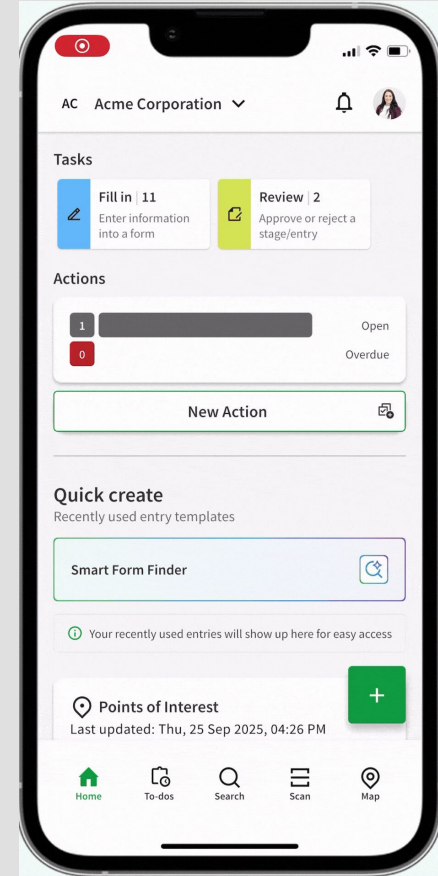
### 3. Make it accessible.

For frontline workers:

- Mobile apps with multi-media, voice-to-text, and offline capabilities.

For other stakeholders:

- Easy interaction via QR codes, public forms, or mobile kiosks.



### #3 THE PLATFORM PITFALL

## Recreating the existing system

Transitioning to a new system is an opportunity to learn from other organisations and improve processes, not just replicate old ones. If you insist on building things your way, you face two immediate risks:

- The project timeline will blow out.
- The system will be too complex and difficult to change in the future.

### #3 THE PLATFORM PITFALL

# HOW TO **SUCCEED** INSTEAD

Look for a true partnership.

Look for vendors that:

- Offer standard solutions
- Can act as a trusted advisor
- Can challenge your thinking
- Invest in innovation.

Ask how they will support you:

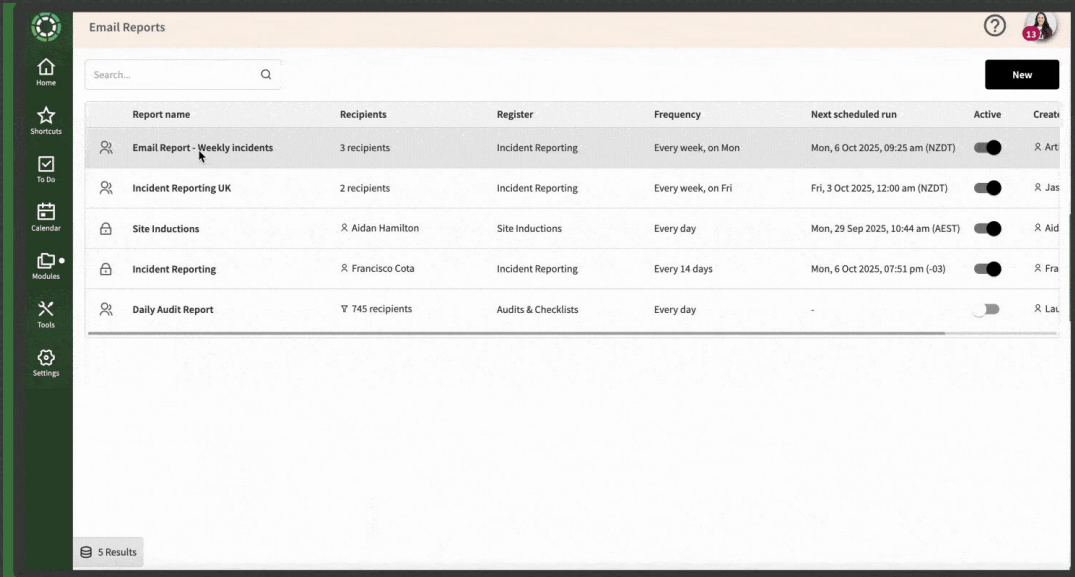
- How long does implementation take?
- Will we have a dedicated success manager?
- Can we speak to your existing customers?
- What's the total cost for support?

## #4 THE DATA PITFALL

# Creating data silos that limit insights

A chemical spill isn't just a safety event, it could also be an environmental and quality event.

If your system can't manage that in a single platform, you're creating administrative headaches and missing the full picture.



| Report name                                                                                                       | Recipients                                                                                         | Register            | Frequency          | Next scheduled run                | Active                              | Created by                                                                              |
|-------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|---------------------|--------------------|-----------------------------------|-------------------------------------|-----------------------------------------------------------------------------------------|
|  Email Report - Weekly Incidents | 3 recipients                                                                                       | Incident Reporting  | Every week, on Mon | Mon, 6 Oct 2025, 09:25 am (NZDT)  | <input checked="" type="checkbox"/> |  Art |
|  Incident Reporting UK           | 2 recipients                                                                                       | Incident Reporting  | Every week, on Fri | Fri, 3 Oct 2025, 12:00 am (NZDT)  | <input checked="" type="checkbox"/> |  Jas |
|  Site Inductions                 |  Aidan Hamilton | Site Inductions     | Every day          | Mon, 29 Sep 2025, 10:44 am (AEST) | <input checked="" type="checkbox"/> |  Aid |
|  Incident Reporting              |  Francisco Cota | Incident Reporting  | Every 14 days      | Mon, 6 Oct 2025, 07:51 pm (-03)   | <input checked="" type="checkbox"/> |  Fra |
|  Daily Audit Report              | 745 recipients                                                                                     | Audits & Checklists | Every day          | -                                 | <input type="checkbox"/>            |  Lai |

5 Results

## #4 THE DATA PITFALL

# HOW TO **SUCCEED** INSTEAD

Plan for integrated data from the start.

- **Choose one unified platform** to increase user engagement and, more importantly, gain insights from collected data.
- **Integration is key:** reference hazards to incidents, see associated risks and controls, and interrogate data (e.g., using AI to find incidents with specific criteria).





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# Questions?

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# Quick recap

- **Define your “why”** and build your team before you even look at software.
- **Focus on the user:** make your system simple, accessible, and rewarding to use.
- **Don’t reinvent the wheel:** use the opportunity to re-think process and look for a trusted advisor to guide you.
- **Connect your data:** plan for an integrated system that gives you holistic, actionable insights.





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Thank you  
For joining us!

