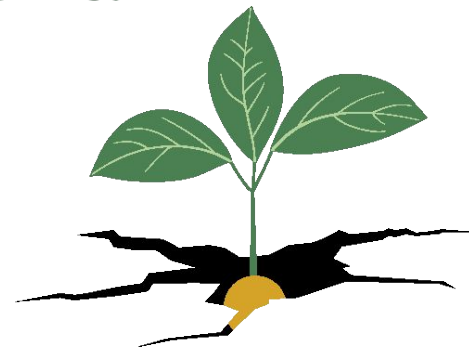# Beyond the features: pitfalls that can cause your WHS software implementation to fail

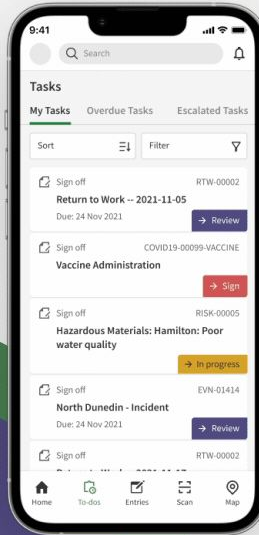**Dr Manuel Seidel**
CEO & Founder | ecoPortal

Safety, Redefined.
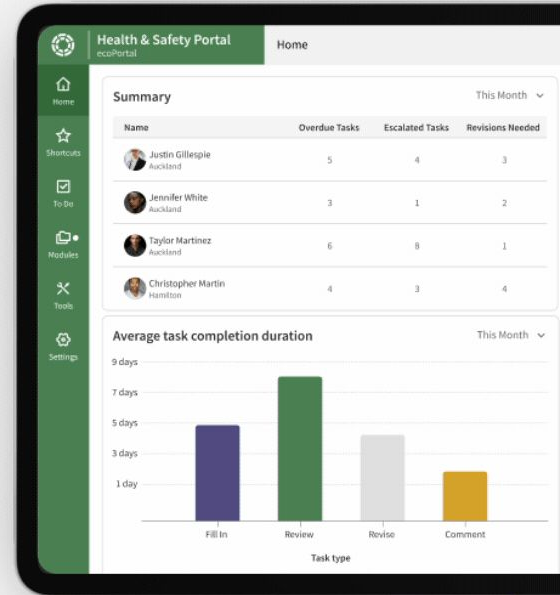Engagement,
Redesigned.

# 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

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**TECHNOLOGY PROJECTS**

# fail at a rate of

# 70%

*The Standish Group, 2022

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# 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?

# 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.

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# 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.

# 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.

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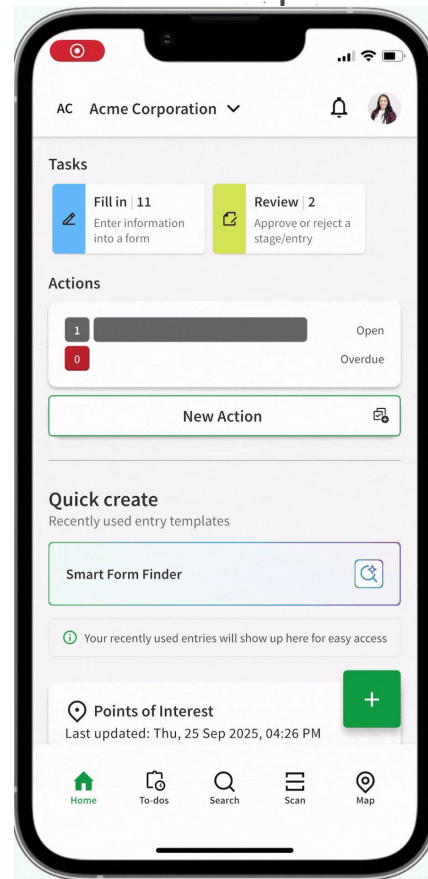# HOW TO SUCCEED INSTEAD

## 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.



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# 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.

# 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
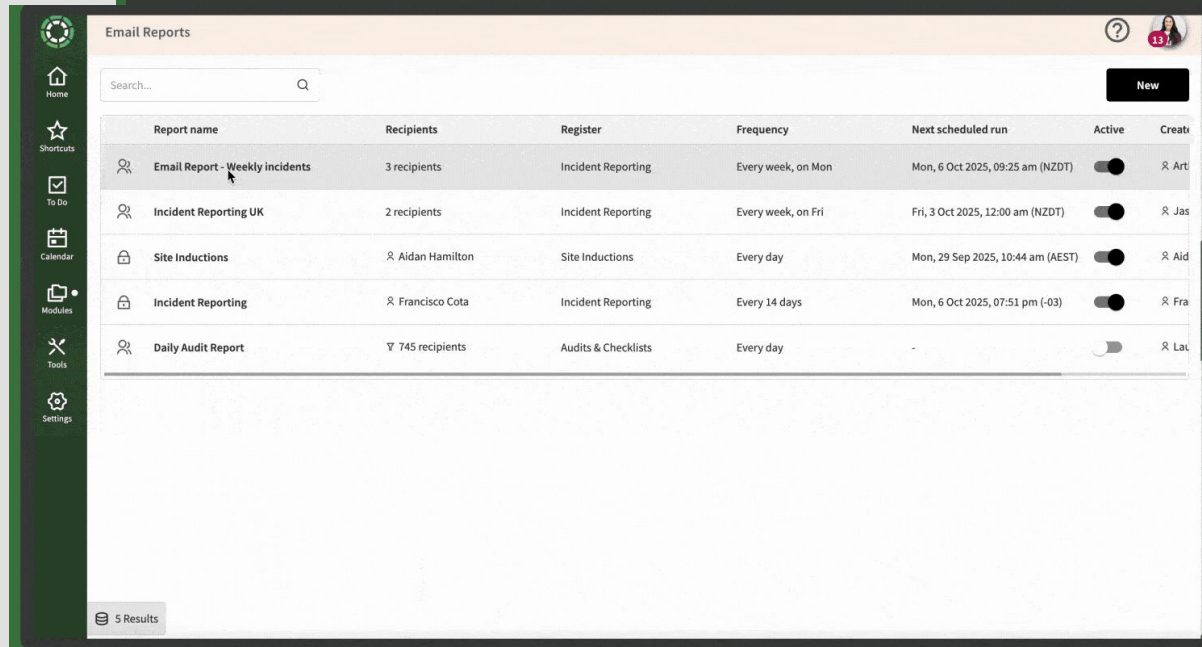- Invest in innovation.

**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?

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# 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.

# 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?

**Visit us here**  ecoportal.com

# 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.

Thank you
for joining us!

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