

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



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What's “Breakthrough” All About?

CUT THROUGH THE NOISE. GET CLEAR ON WHAT MATTERS.

Whether you're weighing up options or navigating internal buy-in, this series is here to help you shift gears and drive real change — with practical tools, real stories, and honest conversations to get you moving forward.



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



72% of our customers are coming
off another software system

Before we start...

**What has been your experience
with safety software systems?**



#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

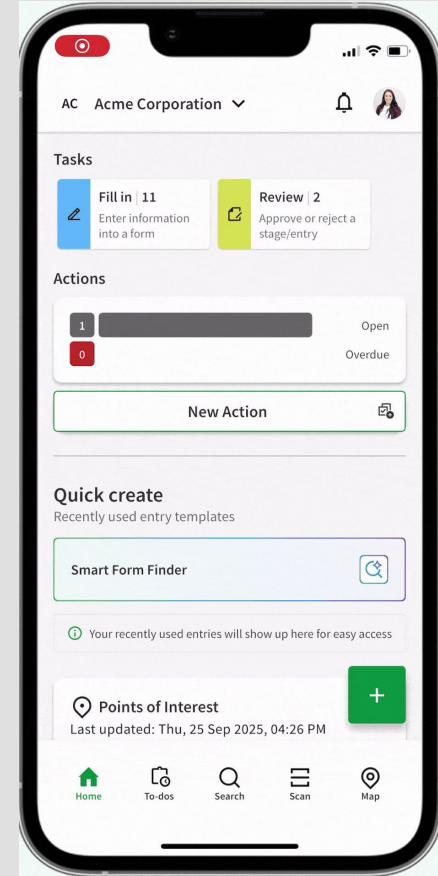
3. Make it accessible.

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:

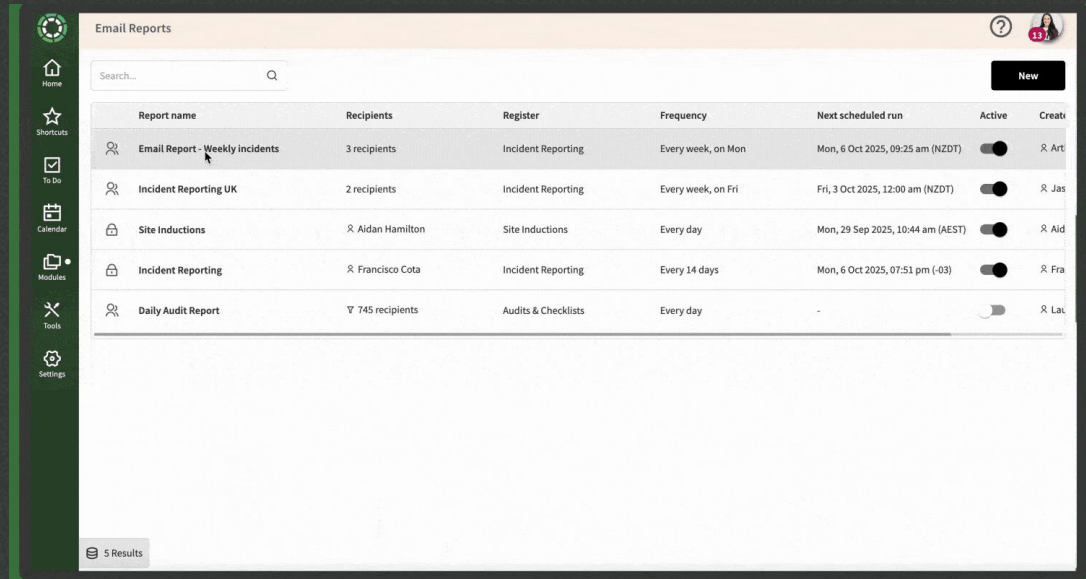
- How long does implementation take?
- Will we have a dedicated success manager?
- Can we speak to your existing customers?
- What's the total cost for support?

#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)	☒	 Art
 Incident Reporting UK	2 recipients	Incident Reporting	Every week, on Fri	Fri, 3 Oct 2025, 12:00 am (NZDT)	☒	 Jas
 Site Inductions	 Aidan Hamilton	Site Inductions	Every day	Mon, 29 Sep 2025, 10:44 am (AEST)	☒	 Aid
 Incident Reporting	 Francisco Cota	Incident Reporting	Every 14 days	Mon, 6 Oct 2025, 07:51 pm (-03)	☒	 Fra
 Daily Audit Report	745 recipients	Audits & Checklists	Every day	-	☐	 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).



QUESTIONS YOU SHOULD **ASK** **VENDORS**

1. How do you support alignment across stakeholders during implementation, and what happens if buy-in slips halfway through?
2. What does your implementation process look like, and how do you measure end-user adoption once you're live?
3. Can you demonstrate the interconnectivity of your modules?
4. Who can access and use the software, and do they need a licence?



If a vendor can answer these clearly, and back it up with real examples, that's a good sign you've found a partner.



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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!

