

CASE STUDY - Britannia Building Society

The Services Provided



ANALYSE

Knowing your data



SELECT

Software selection

The Challenge

Britannia Building Society came to SustainIt, as they needed an unbiased recommendation as to what CSR systems would match their requirements. We don't believe in sales partnerships with software providers as we know that every client comes to us with a different need and there is no one size fits all solution for all CSR strategies and data collection. Given our ethos, Britannia Building Society knew they were in good hands.

The Solution

We identified, narrowed and documented a list of more than four CSR software systems that we felt would work for Britannia Building Society based on their requirements. In doing so, a comprehensive Requirements Specification report was created, detailing a catalogue of CSR platforms along with suggested implementation costs and a full breakdown of their specific integration requirements into existing systems. The Requirements Specification report also contained a proficient timeline and schedule tailored to each system for training, engagement, implementation and ongoing support.

The Benefits

- A quick and efficient project timeline so Britannia Building Society could focus on implementing the new system and getting the data reports they needed.
- An unbiased and thorough representation of what CSR systems were available in the software market along with an overview of all current market vendors.
- A detailed list of variables specific to each CSR system so they could determine what systems would not only suit their current needs, but also their future objectives.