

CASE STUDY - Imperial Brands

“SustainIt understand the complexity of all aspects of non-financial reporting, and provide us with a professional, pragmatic and proactive service.”

-Words from Imperial Brands

The Services Provided



PLAN

Strategy and engagement



ASSIST

Technical helpdesk



ANALYSE

Knowing your data



SELECT

Software selection

The Challenge

Imperial Brands (IB) required a complex CSR system, across 4 different business functions, in over 100 sites, across 56 countries and in 5 different languages.

IB record data on over 1000 key performance indicators (KPI's) and needed ongoing support with data collection, verification and reporting.

The Solution

SustainIt offered the best software solution that:

- Ensured the smooth installation of the CSR software, with ongoing technical support and project management.
- Ensured the provision of “train the trainer” workshops and full system administration support.
- Provided advanced data collection, verification, and reporting support.
- Provided a help desk for all global users.

The Benefits

SustainIt provided IB with full and detailed knowledge of their system, ensuring that the project was successfully delivered on time and within budget.