



# The guide to selecting the right ESG software

Key questions and considerations



In an age where sustainable business practices are not just encouraged, but expected—and in many cases, required—navigating the landscape of environmental, social, and governance (ESG) software platforms has become a critical task for organizations of all sizes.

As with any booming industry, the ESG software space is brimming with numerous players—each touting unique capabilities, features, and promises. Yet, the stark reality remains: not all platforms are created equal. Selecting the right ESG software is pivotal, and hinges on a series of key questions and considerations.

This short guide sheds light on the essential questions you should ask when evaluating your options. It will ensure that the ESG platform you choose aligns seamlessly with your company's goals, requirements, and sustainability vision.

# Table of contents

Functionality ..... 4

Data integrity and reporting ..... 6

Usability and user support ..... 7

Vendor credibility and references ..... 8

Scalability ..... 9



# Functionality

---

## What metrics should ESG software track?

### Why it matters

The ability to track a broad range of ESG metrics is critical to get a comprehensive view of a company's sustainability performance. A solution that tracks a wide variety of ESG metrics—like emissions from buildings, your purchases, transportation, waste, events, vehicles, business travel and more—allows for more flexibility and better insight.

### How Sustain.Life can help

Sustain.Life tracks critical environmental, social, and governance (ESG) metrics. This includes [scope 1, 2 and 3 emissions](#) as well as energy and water consumption, waste production and diversion, along with other social and governance indicators.

---

## How many emissions factors does your software include and how are they sourced?

### Why it matters

The breadth and source of [emissions factors](#) can significantly affect the accuracy of carbon accounting. Factors should come from reliable, recognized databases and be updated regularly to ensure precision.

### How Sustain.Life can help

Sustain.Life includes thousands of emissions factors, sourced from the most up-to-date, reputable, and internationally recognized databases like the EPA factor hub, Ecolnvent, IEA, DEFRA, and dozens of national inventories. We update these factors on a quarterly basis to ensure accuracy and relevancy. Additionally, Sustain.Life offers the flexibility for customers to enter their own custom emissions factors along with custom units of measure, which allows you to tailor the system to your unique requirements.



---

## Does your software support detailed gas breakdowns?

### **Why it matters**

Detailed gas breakdowns are important for businesses to accurately report and reduce their greenhouse gas emissions.

### **How Sustain.Life can help**

Sustain.Life provides constituent gas breakdowns, allowing you to track and report specific greenhouse gases like CO<sub>2</sub>, CH<sub>4</sub>, and N<sub>2</sub>O separately.

---

## Are you GHGP (Greenhouse Gas Protocol) aligned?

### **Why it matters**

Alignment with international standards like GHGP is crucial to ensure the software can support globally recognized emission calculations and reporting.

### **How Sustain.Life can help**

Yes—Sustain.Life is fully aligned with GHGP standards. In addition, we constantly update Sustain.Life to align with evolving best practices and standards in the ESG space.

---

## Can your software be customized to track specific metrics relevant to our business?

### **Why it matters**

Each business has unique ESG metrics relevant to their operations, so the ability to customize the platform for these specific needs is important as your ESG efforts mature.

### **How Sustain.Life can help**

Sustain.Life allows you to create custom sources for standard categories, or even entirely custom metrics that do not fit into existing GHGP categories. This level of flexibility ensures that all your unique emissions sources can be accurately tracked and reported.



# Data integrity and reporting

---

Do you make your methodologies known? How transparent are you about the data sources, algorithms, and calculations used in your software?

---

What frameworks do you support?

**Why it matters**

Transparency in methodologies and calculations is crucial for data validation and to ensure the data meets compliance and stakeholder requirements.

**How Sustain.Life can help**

Transparency is core to our platform. Sustain.Life provides complete visibility into our data sources, methodologies, algorithms, and calculations, and we're always available to answer any questions about how our system works.

**Why it matters**

The ability to align with and report against various frameworks is essential for global and cross-industry compatibility as well as for building credibility with stakeholders.

**How Sustain.Life can help**

Sustain.Life supports leading frameworks, including GRI, SASB, TCFD, and CDP. We also enable customization to align with other specific industry or region-specific frameworks.

# Usability and user support

---

How user-friendly is the platform? Can non-technical staff use it effectively?

**Why it matters**

Ease of use is a key factor in effectively measuring, tracking, and mitigating emissions. If employees leave a company, the software should create a continuity for emissions and ESG measurement and reporting.

**How Sustain.Life can help**

Sustain.Life is designed with user experience in mind. The intuitive interface and guided workflows make it easy for both technical and non-technical staff to use.

---

What type of training or support do you offer for users?

**Why it matters**

Effective training and ongoing support ensure users can effectively leverage the software to set and meet their ESG goals.

**How Sustain.Life can help**

Each of our clients is assigned a dedicated customer success manager to ensure you get up and running quickly and get the most from Sustain.Life.

# Vendor credibility and references

---

What is your team's background? What experience does your team have in the ESG sector?

**Why it matters**

Having a knowledgeable and experienced team ensures that the software is reliable and accurate.

**How Sustain.Life can help**

Sustain.Life was conceived by the technology team behind Jet.com, a successful ecommerce platform acquired by Walmart for \$3.3BN. While at Walmart, our founding team witnessed suppliers grappling with ESG data requests, while also observing the significant financial benefits Walmart reaped through effective ESG management. This led to the creation of Sustain.Life—a platform to make sustainability more accessible for more companies.

Our core leadership, product, and engineering teams boast a decade of experience in developing large-scale, high-performance systems. This technological expertise is complemented by our collaboration with top sustainability experts, who bring years of experience in corporate ESG, research, and academia. Together, we form a seasoned team equipped to deliver a sophisticated, user-friendly, and robust ESG platform.



# Scalability

---

How does your platform scale with a company as it grows?

## Why it matters

The ability for a software to scale as a company grows and its needs evolve is key for a sustainable, future-proof investment.

## How Sustain.Life can help

As your ESG partner, Sustain.Life provides a scalable platform, and guides you toward a more mature and sophisticated approach to ESG. Our dedicated customer success managers work closely with you—they share best practices and offer advice about how to evolve your ESG strategies. As your knowledge deepens and your goals expand, we're right there with you, ensuring Sustain.Life continues to support and enhance your ESG journey.





---

## How does the platform manage data privacy and security?

### Why it matters

In an age of increasing data breaches and stringent data privacy regulations, it is crucial to ensure that the software provides robust data security measures.

### How Sustain.Life can help

Sustain.Life officially completed its SOC 2® Type 2 assessment as of January 12, 2023. We place the utmost importance on protecting and securing sensitive customer data. The SOC 2 audit was conducted by leading compliance assessor A-LIGN, a technology-enabled security and compliance partner trusted by more than 2,500 global organizations to help mitigate cybersecurity risks.





---

## How financially stable is your company, and can you ensure long-term service and updates?

### Why it matters

Financial stability indicates that the company will be around to provide long-term service and support, as well as to continuously update and improve the software.

### How Sustain.Life can help

Our company is financially strong, having recently secured \$19 million in funding. Plus, more than 30% of our enterprise clients are either publicly traded entities or have annual revenues exceeding \$1 billion. This solid financial standing enables us to provide long-term service and regular updates, ensuring Sustain.Life continually evolves to meet your ESG needs.



# Future-proof your business—take climate action

It's a fact—companies have to integrate sustainability and ESG into their entire business operation or risk falling behind competitors or fizzling out altogether.

With Sustain.Life, you can stay ahead of the competition.

[Book a demo](#) <sup>↗</sup>

