

Product name: Sustainability Cloud (formerly: *SustainabilitySuite*)
Company name: CloudApps
Product review date: December 2010



SOFTWARE EVALUATION SUMMARY



Features	Outcome	Assessment Highlights
Set-up, navigation and consolidation of organization and sources	●	<p>Either the customer or the CloudApps' team sets up the system to reflect a company's structure and sources. For GHGMI's review CloudApps' team set up the system, prior to granting login credentials.</p> <p>At the time of review Sustainability Cloud was organized according to a conceptual model presented as Measure > Disclose > Align > Deliver > Engage > Communicate. Application Tabs were Home, Dashboards, Reports, Sources, Disclosures, Footprints, Reductions and Administration. We found data hierarchies to be straightforward and make sense.</p> <p>GHG emissions can be consolidated by any customer defined hierarchy, which are typically at facility, geographic, divisional, or corporate level, or according to other data attributes supported by the system, such as <i>Provider, Supply Type, Meters, Usage</i> and more.</p> <p>Facility-level GHG emissions can be consolidate by control or equity-share or combinations. Joint ventures can be represented by allocating a percentage of each relevant source to the footprint of the various parties in the joint venture.</p>
GHG gases, sources and scopes	●	<p>At the time of review the software covered 6 Kyoto GHGs, supported common emissions sources and enables separate calculations for scope 1, scope 2, scope 3 and biomass emissions.</p>
Activity data	●	<p>The interfaces provided to enter activity data were straightforward to use for GHGMI's tester. Activity data can be entered manually or automatically from meters or other applications (APIs are provided for all objects in the software).</p>



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Availability and use of emission factors and GWPs	●	<p>CloudApps has a stated goal to understand a new customer's emissions factor requirement during the sales process, and to have the factors pre-loaded before the implementation begins. That said, the customer can subscribe to the CloudApps <i>Source Key Exchange</i>, which is a central repository of source keys that CloudApps maintains.</p> <p>At the time of review CloudApps delivered Sustainability Cloud with emissions factors from IPCC, DEFRA (2), IEA and EPA. These are subsets of the data available from these respective organizations and readers are cautioned to verify that the factors appropriate for their application are present. Customers have the option to create custom factors if desired.</p> <p>Custom emissions factors are easy to implement. One was created by the tester without any assistance from CloudApps.</p> <p>At the time of review Sustainability Cloud embedded the Global Warming Potential for the respective greenhouse gases in the emissions factor key for each gas. GHGMI pointed out that this is challenging because the actual GWP used was not visible, nor was the source of the GWP transparently stated. The company indicated that the GWPs used in their keys were IPCC SAR 100, as required by the Kyoto Protocol and stated their intention to increase transparency in a future release.</p>
GHG emissions calculations	●	<p>Using a case study dataset we calculated emissions for a fictitious company and benchmarked the software's output against the output of GHG Protocol tools. Upon testing the software produced accurate results in accordance with the methods in the GHG Protocol.</p>
GHG emissions reporting	●	<p>The system includes a number of standard reports (e.g. administrative reports, CDP disclosure reports, UK CRC reports) and enables customers to create custom reports, as desired. These reports also form the basis of the analytics dashboards that also ship 'out of the box'. Customers can modify the dashboards or create new ones as required.</p> <p>The software enables users to report GHG emissions by common emission source categories and to report separately by gas and scope, at different levels of aggregation. Users can create performance indicators (e.g. based on internal and/or external benchmarks) and comparisons between facilities, business units, geographies, or using other attributes implemented by the user.</p>
Targets, policies and programs	●	<p>The software includes a module where users can set up, describe and manage reduction initiatives (which may target different variables). Progress towards meeting targets can be monitored through the dashboard and through reports. Such reports can document the organization's GHG policies, strategies and programs and their outcomes.</p>
Uncertainty analysis capability	○	<p>At the time of review, calculating uncertainty remained outside the system.</p>



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Workflow management functionality	●	<p>The software allows users to document responsibility and authority of those responsible for the development, checking and review of the GHG inventory and related data. Users can create processes requiring activity data from specific users at regular times with the system sending reminder emails and simplified data entry screen at the required times. The activity data can be routed to a nominated administrator for review and approval before it is entered as a source item against the relevant sources.</p> <p>The workflow engine in Sustainability Cloud can be adapted to support retention and record keeping, while <i>training and awareness activities</i> can be documented through the <i>Reductions</i> module.</p>
Quality assurance & quality control	●	<p>Users can document QA/QC procedures outside the system and upload relevant documentation in the system. In addition, Sustainability Cloud has workflow capability, which may be used to define simple workflows for the stated purposes. Such procedures may include routine and consistent checks to demonstrate accuracy and completeness of the GHG inventory document and to identify and address errors and omissions.</p> <p>The software can support verification activities through the granting of user access rights to third parties, allowing them to view the data and any attached or uploaded supporting documentation such as utility bills, contracts, etc.</p> <p>Statements describing whether a GHG inventory, report or assertion has been verified can be uploaded to Sustainability Cloud but must be generated outside the system.</p>
Tracking and documenting choices and changes	●	<p>The software records the user, date and time of all data entry and data changes.</p> <p>This capability is present for all data fields and simply needs to be enabled from one of the administrative configuration screens. Once enabled, the software saves all data values, for the life of the data field.</p> <p>The software allows users to add notes and to upload documents, which can be used to record the reason for any changes to data used in calculations.</p>
Ease of use	●	<p>Our testers found that navigation was easy to master and straightforward. The learning curve was relatively short for a user familiar with web applications and experienced in carbon accounting and reporting.</p>



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Training, documentation and support	●	<p>During the earlier stages to the testing process, CloudApps' team provided overviews, demonstrations and training on the Sustainability Cloud, through web conferencing.</p> <p>CloudApps also provided a User's Guide. Its content is excellent but limited to a subset of the application functionality. At the time of testing, user's Guides were relatively rare in the universe of carbon management tools, and this one was very well-received.</p> <p>At CloudApps, we found a very capable team showing prowess in carbon management and information management systems. CloudApps clearly demonstrated substantial experience and solid implementation methods. The supplier provided artifacts from their implementation methods, and these were well-reasoned and practical.</p>

**GENERAL COMMENTS:**

Sustainability Cloud is offered and was tested as a Software-as-a-Service solution, built upon Salesforce's Platform-as-a-Service product known as the Force.com Platform. ClouApps highlighted that this approach provides Sustainability Cloud with unique strengths in terms of flexibility and ease of use.

All aspects of Sustainability Cloud are consistent with the principles of the GHG Protocol. Highlights of Sustainability Cloud evaluation are summarized as follows:

- Rich feature set specific to carbon management and GHG accounting, plus many popular functions inherited from the Force.com application platform
- Broad product capabilities to address a global market and customer base and deep tools and competencies for fulfilling requirements of the U.K. Carbon Reduction Commitment (CRC) legislation.
- Demonstrated competence by the CloudApps team in carbon management, software, product management and implementation methods.

All functions needed to prepare, develop and publish carbon footprints and disclosures are available to a Sustainability Cloud user with appropriate access rights. During this evaluation, nothing required contacting the supplier or a software developer to implement.

During the testing period GHGMI made some remarks (on how annual periods are defined and calculated) and expressed one concern (on the lack of transparency about the GWP factors used for calculating CO₂e) which resulted in planned updates to Sustainability Cloud. This is evidence of a responsive product management team and a solid development/update process.



CLOUDAPPS COMMENTS:

This space is made available to the software provider to add, if desired, comments on GHGMI's review process or outcome. The statements below reflect the views of the software provider alone. GHGMI cannot express any opinion on the comments below, as they were not assessed by GHGMI during the software review process.

Since the version tested in 2010 CloudApps Sustainability Cloud has added the following major features and many hundreds of minor enhancements

- Support for 7 Kyoto GHG's
- GRI Reporting Support
- Full Inventory Model & Posting Rules
- Performance Centres for KPI & Goal tracking (actuals versus goals)
- CDP 2011/2/3 & 2014 reporting support