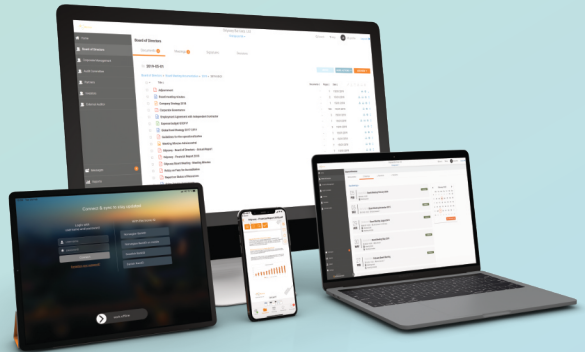


The buyers guide to Board Portals





INTRODUCTION

IF YOU'VE RECENTLY DECIDED TO IMPLEMENT A BOARD PORTAL PLATFORM FOR THE FIRST TIME, OR NEED TO REPLACE AN EXISTING SOLUTION THEN YOU'VE COME TO THE RIGHT PLACE.

This guide will help you understand:

- ▶ What to look for in a board portal platform
- ▶ What questions to ask a potential supplier
- ▶ What crucial responses you should be looking for to establish a supplier's credibility

Armed with this information, you'll then be in a great position to review the market, choose a solution that's right for your organisation and to start taking advantage of all the productivity and efficiency benefits that a market-leading board portal will bring.

SECURITY AND CONFIDENTIALITY

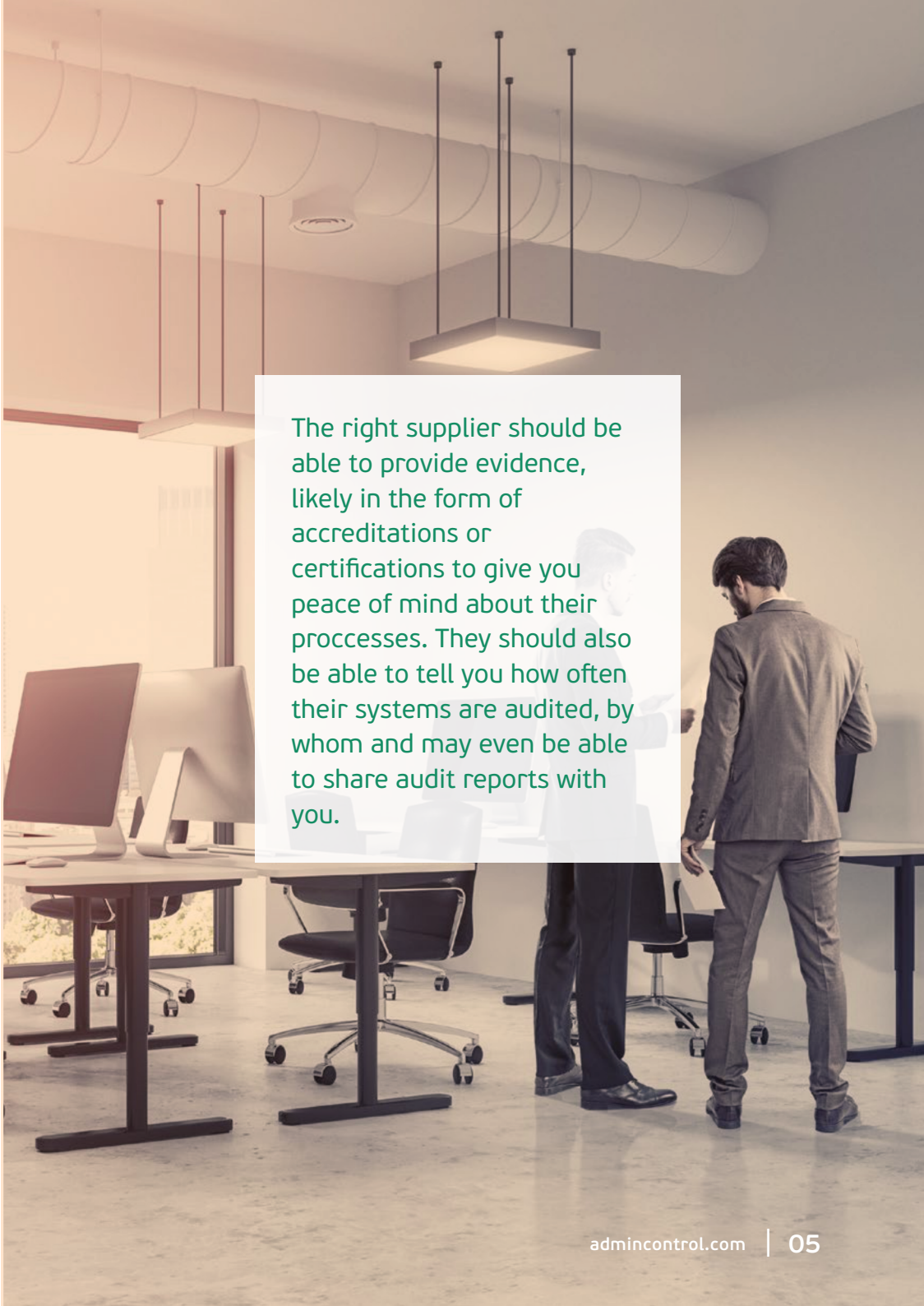
FIRST THINGS FIRST: SECURITY. SENIOR EXECUTIVES ARE OFTEN A HACKER'S FAVOURITE TARGET.

Recently, it was reported that the elite China-located APT 10 hacking group had targeted the National Foreign Trade Council website and gathered sensitive data about its directors.

This was part of a sustained campaign aimed at the world's leading board directors. These attacks are happening all the time, so it's absolutely crucial that you ensure the board portal provider you appoint respects high security standards essential for the safety of your information and company.

Here's a list of the key questions you should ask of your provider about security:

- ▶ Is all data encrypted?
- ▶ Where is the data stored?
Are there backup servers?
- ▶ Has your company's security ever been at risk?
- ▶ Does the board portal mobile application have a shield against hackers?
- ▶ How often do you conduct third-party penetration and security testing?
- ▶ Do you have designated resources for security & privacy?
- ▶ Is the system regularly audited by independent & respected auditors to internationally accredited standards?
- ▶ Does the provider have a two-factor authentication log-in system?
- ▶ Does the portal provide ID based authentication at the highest security level?
- ▶ Are you fully compliant with the new General Data Protection Regulation?
- ▶ Are you ISO 27001:2013 Certified?



The right supplier should be able to provide evidence, likely in the form of accreditations or certifications to give you peace of mind about their processes. They should also be able to tell you how often their systems are audited, by whom and may even be able to share audit reports with you.



PERFORMANCE HISTORY AND SUPPORT

BEFORE YOU CHOOSE A PROVIDER, IT'S A GOOD IDEA TO READ CUSTOMER REVIEWS AND FIND OUT WHAT OTHER CLIENTS HAVE TO SAY ABOUT WORKING WITH THEM. OFTEN, THIS WILL HINGE ON THE LEVEL OF SUPPORT THEY PROVIDE.

Asking the following questions will help you evaluate your potential supplier's overall performance history. It will also help you establish whether they have been successfully meeting customer expectations over the years.

- ▶ Do they have any customer referrals?
- ▶ What is the customer renewal rate?
- ▶ How long do customers usually have to wait for support calls?
- ▶ What languages do support staff speak?
- ▶ In what markets do they have local offices?
- ▶ What percentage of customers stay/leave every year?
- ▶ What are their support SLAs?
- ▶ Can you pay for premium support services?

Another way to gauge the reputation of a supplier is to look at their awards and accreditations. Do they have any? Which bodies are they from? The more evidence there is of positive feedback from impartial sources the better.

USER-FRIENDLINESS

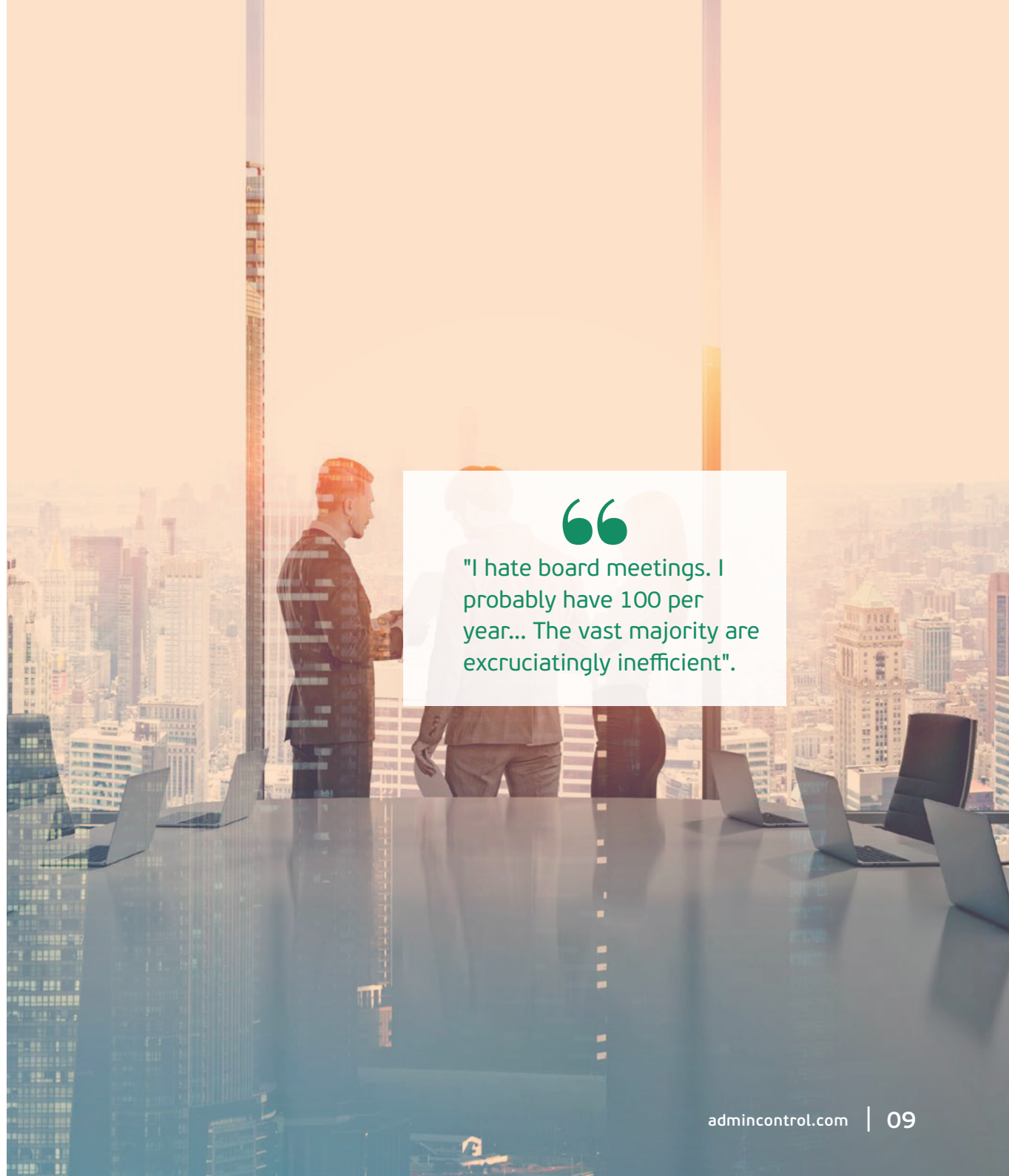
IT GOES WITHOUT SAYING THAT BOARD MEMBERS ARE EXTREMELY BUSY PEOPLE; IT'S ONE OF THE DRIVING FACTORS BEHIND REQUIRING ONE OF THESE PLATFORMS.

A tool that isn't intuitive and requires a lot of thinking isn't going to be worthwhile, so to avoid wasting money (and your board's patience) you need to ensure that your chosen solution is user friendly as well as feature rich.

Here are the key questions to ask to make sure your potential supplier is hitting the mark:

- Is the board portal accessible on multiple platforms?
- Do you have access to support 24/7?
- What kind of advanced features do they offer (eSigning, eID, annotation sharing, voting etc)?
- Will our instance of the platform be uniquely tailored to our needs?
- Would we be able access our archive both on and offline?

Like with most modern technology, it's likely that a degree of configuration will be necessary to make the platform fit your needs. Ask any potential suppliers what help they'll give you in terms of setup, what documentation they have that you can follow and whether regular reviews will be possible in order to continually optimise your system.



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"I hate board meetings. I probably have 100 per year... The vast majority are excruciatingly inefficient".



FLEXIBILITY AND COLLABORATION

ANY TECHNOLOGY YOU IMPLEMENT NEEDS TO CONTINUE TO SUPPORT YOUR BUSINESS AS IT EVOLVES.

So, it's vitally important that your chosen provider is continuously improving their product based on customer feedback and industry needs.

Look at the product roadmap to understand where it is heading. Will it work for you long term? When they implement new features, will they warn you before updating? Do you have any say in them? You also need to be certain that the platform is scalable enough for your business, enabling you to grow both quickly and cost-effectively.

Here are some key questions to ask to clarify the above:

- ▶ Do they have a dedicated platform development team?
How do they work?
- ▶ What sort of training does they offer when enhancements are released? Will we have a dedicated account manager to discuss such things with?
- ▶ How many languages does the solution support?
- ▶ Do they warn users before implementing updates?
What supporting documentation do they provide?

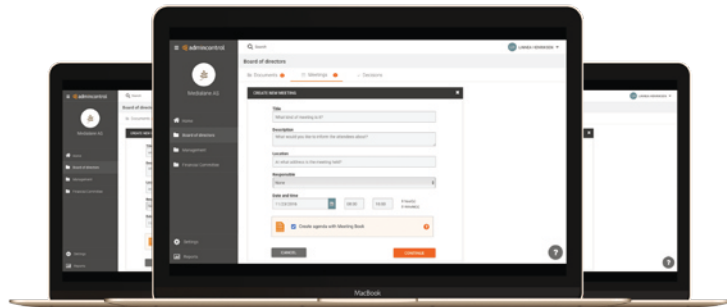
The right supplier should be open about their development plans, willing to listen to feedback and prepared to work collaboratively with their customers to decide what improvements to prioritise.

CONCLUSION

A BOARD PORTAL IS A MUST-HAVE FOR ORGANISATIONS THAT WANT TO IMPROVE THE EFFICIENCY AND QUALITY OF SENIOR LEVEL COMMUNICATIONS WHILE SAVING TIME, MONEY AND KEEPING SECURITY WATERTIGHT.

Asking the questions outlined in this report will help you to establish whether your chosen supplier will be able to meet these requirements, and help you achieve the required ROI and efficiencies.

The answers you receive will provide an excellent indication of whether the solution and the provider is a good fit for you, both now and in the long term.



- > To see a board portal platform in action, head to www.admincontrol.com for a demo.
- > To ask us these questions and see how we stack up, email us at info@admincontrol.com and we'll be happy to oblige.

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