



Software

Driving forces

Innovation and human capital are closely intertwined sustainability aspects for the software industry. The industry is characterized by rapid technological innovation which consequently demands a highly-qualified, innovative workforce necessary for identifying critical trends and developing new products. Adequately managing, training and developing employees is therefore crucial for profitability and growth. Customer loyalty and retention are also key drivers for long-term profitability. The offering of sustainability-related software solutions helps create more efficient business processes, facilitates risk measurement and management, and aids resource management, all of which enable clients to improve their performance and profitability. Furthermore, companies must ensure data security, as a growing amount of confidential data is processed and stored in remote data centers and as governments show an interest in accessing customer/user data. Environmental footprint has not traditionally been seen as a critical issue for the software industry, however energy use is a future source of scrutiny as data centers demand constant energy supplies to avoid disruptions.

Highlighted criteria

- Economic Dimension**
 - Customer Relationship Management
 - IT Security & System Availability
 - Innovation Management
 - Privacy Protection
- Environmental Dimension**
 - Climate Strategy
 - Environmental Policy & Management Systems
 - Operational Eco-Efficiency
- Social Dimension**
 - Human Capital Development
 - Talent Attraction & Retention

Sustainability leaders 2018

RobecoSAM Gold Class

SAP SE	Germany
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Sustainability Yearbook Members

Adobe Systems Inc*	United States
CA Inc	United States
Microsoft Corp	United States
Symantec Corp	United States

* RobecoSAM Industry Mover

Industry statistics

Number of companies in universe	64
Number of companies assessed by RobecoSAM in 2017	34
Assessed companies to total companies in universe (%)	53
Market capitalization of assessed companies to total market capitalization (%)	89

Results at industry level

Dimension	Average score	Best score	Dimension weight
Economic	39	71	52%
Environmental	29	87	21%
Social	29	80	27%

Total score

