



→ buyers guide

Get started

FAQ

Get started FAQ

What is our reporter scope?

How many locations do we operate in and which languages do we need?

How many channels do we need?

Which channels will work best for our reporter scope?(phone/app/web)

What is our current approach to speaking up? How can we improve?

→ Creating a speak up culture

(If applicable) What are our current tool's weaknesses and what should be done differently?

How are we going to handle incoming cases?

Whose approval do I need for selecting a tool? (e.g., IT, procurement, SEO, works council)

Who can help me make this project succeed?

When does the system need to be live?

Checklist

1. Communication

	SpeakUp®	Other
Worldwide availability 24/7/365		
Secure two-way communication between reporter and organisation		
Anonymous automated phone reporting		
Anonymous web reporting		
Anonymous mobile app reporting		
Call centre reporting (with operator)		
Optional non-anonymous reporting		
User-friendly interface		
Caters to different reporting preferences (e.g. language or channel of communication)		
Encourages the dialogue with a free-format intake		
Supports file attachments (e.g. images, videos, documents)		
Integrated translation and transcription of messages		
Automatic machine translation of messages		
Qualitative (on-demand) human translation of messages		
Number of languages offered		
Notifies reporter about report updates		
Notifies issue-handler about report updates		
Collects feedback on the reporting experience		
Customisable appearance to match company branding		
Customisable intake forms		

2. Issue handling

	SpeakUp®	Other
Customisable reporting channels based on issue type		
Supports issues from offline channels (e.g. email, suggestion box)		
Automatic issue triage based on predefined criteria		
Integration with organisational hierarchies and structures		
Customisable user roles and access permissions		
Collaboration tools (e.g. comments, assignments)		
Automatically notifies for task updates and status changes		
Securely stores file attachments to be used as evidence		
Can import and export data in various formats (e.g., CSV, JSON)		
Keeps track of all issue-handling actions		
Helps document resolutions and closure of issues		
Facilitates escalation procedures for unresolved issues		
Data visualisation and reporting capabilities		
Case and trend analysis tools		
Metrics and KPI tracking for program effectiveness		
Pre-built and customisable report templates		
Support for conducting periodic issue-handling program reviews		
Risk assessment and mitigation planning tools		
Customisable risk categories and classification schemes		
All data available to export at all times		

3. Technical

	SpeakUp®	Other
Continuous system updates		
Multi-device compatibility (desktop, mobile, tablet)		
Integration with existing company applications		
Integration with email systems for seamless report forwarding		
Integration with existing security and access control systems (SSO)		
Integration with third-party prevention tools and services		
Integration with business intelligence tools (e.g., Power BI, Tableau)		
Integration with project management tools (e.g., Trello, Asana)		
Geolocation and IP address tracking (with consent)		
Supports data imports from other tools		

4. Privacy & Security

	SpeakUp®	Other
Data stored in Europe		
Customisable data retention and archiving policies		
Compliance with data protection regulations (e.g., GDPR, CCPA)		
Data minimisation and storage limitation practices		
Secure data storage, transmission, and encryption protocols		
Data anonymisation and pseudonymisation techniques		
Data breach detection, notification, and response mechanisms		
Data subject rights management (e.g., right to access, erasure, rectification)		
Secure data backup and recovery procedures		
Privacy-aware auditing and logging practices		
Multi-factor authentication (MFA) for user access		
Regular security audits and vulnerability assessments		

5. Compliance

	SpeakUp®	Other
GDPR		
EU Whistleblowing Directive		
ISO27001		
ISO27002		
ISO27701		
ISAE3000 Type I		
ISAE3000 Type II (eq. SOC2)		
Annual pen tests		

6. Support

	SpeakUp®	Other
Speedy system implementation		
Personalised onboarding		
Proven track record and customer success stories		
Best practices & example material		
Industry-specific expertise and tailored solutions		

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