FROST & SULLIVAN
BEST PRACTICES

2026 PACIFIC CONTRACTOR MANAGEMENT SYSTEMS

ENABLING TECHNOLOGY LEADERSHIP

hsi donesafe

FROST & SULLIVAN

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Best Practices Criteria for World-Class Performance

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees for each recognition category before determining the final recognition recipient. The process involves a detailed evaluation of best practices criteria across two dimensions for each nominated company. HSI Donesafe excels in many of the criteria in the contractor management systems space.

RECOGNITION CRITERIA

Technology Leverage	*Customer Impact*
Commitment to Innovation	Price/Performance Value
Commitment to Creativity	Customer Purchase Experience
Stage Gate Efficiency	Customer Ownership Experience
Commercialization Success	Customer Service Experience
Application Diversity	Brand Equity

From Contractor Compliance to Real-Time Risk Intelligence: The Next Evolution of Contractor Management

Across Australia and New Zealand (ANZ), organizations are redefining contractor management. What once functioned as a document-driven, pre-qualification exercise now operates as a live, risk-centric discipline embedded within workplace safety, governance, and day-to-day operations. Stricter regulatory accountability under Work Health and Safety (WHS) regimes, rising director liability, increasingly distributed workforces, and the operational reality that contractors often carry a significant share of on-site risk have all accelerated this shift. Organizations now recognize that fragmented systems for inductions, permits, licenses, training, and incident reporting create blind spots that undermine both compliance and safety outcomes. As a result, demand is rising for contractor management systems (CMS) that unify contractors into the same digital ecosystem used to manage employees, hazards, audits, and risk.

Despite this momentum, legacy approaches and structural constraints continue to limit market progress. Many incumbent CMS platforms remain rigid, siloed, and heavily reliant on manual oversight, forcing safety teams to validate documents, track expiries, and reconcile data across multiple systems. Simultaneously, deep integration with physical access control hardware and site security infrastructure raises adoption costs, while complex interfaces discourage contractor engagement. Pricing models that rely on contractor “token” systems further complicate adoption, often creating hidden costs that flow back to client organizations. Most importantly, many CMS deployments still treat contractor compliance as a standalone process rather than as part of an integrated, organization-wide risk framework, ultimately limiting visibility and preventing proactive safety management.

> *"Rather than treating contractor management as a standalone administrative compliance function, HSI Donesafe positions CMS as a core layer of connected risk intelligence, embedding contractors within the same integrated safety, governance, and operational architecture as employees. This approach enables organizations to move beyond fragmented oversight toward a unified, real-time view of workforce risk."*
>
> ***- Shaik Safik***
> ***Principal Consultant***

These limitations are now accelerating a clear shift in market expectations. As contractor management evolves from a document-focused checkpoint into a central element of enterprise risk strategy, organizations are actively seeking platforms that unify safety, compliance, and operations within a single, connected system. This is raising the bar for solution providers, who must move beyond static compliance tracking toward dynamic, configurable, and tightly integrated platforms that prioritize usability, flexibility, and real-time visibility. At the same time, intensifying regulatory requirements and growing pressure to consolidate multiple point solutions are reshaping demand in favor of modular, interoperable systems that remain intuitive for both administrators and contractors.

Within this context, long-term success will depend on the ability to serve a full spectrum of customers while also supporting regional data residency, privacy requirements, and configurable compliance logic. HSI Donesafe exemplifies this evolution, positioning contractor management as a fully integrated and configurable component of enterprise risk intelligence across the Pacific market.

HSI Donesafe: A No Code Foundation for Agile, Integrated Contractor Risk Management

Against a backdrop of rising customer expectations and structural market change, HSI Donesafe's approach to contractor management stands out for its clarity of vision and strategic intent. The company's CMS capabilities evolved organically from its origins as a worker-first, mobile-first, no-code WHS platform purpose-built for the operational and regulatory realities of ANZ workplaces. This foundation, anchored in usability, configurability, and a deep understanding of real-world workforce conditions, enabled it to pursue a fundamentally different path. Rather than treating contractor management as a standalone administrative compliance function, HSI Donesafe positions CMS as a core layer of connected risk intelligence, embedding contractors within the same integrated safety, governance, and operational architecture as employees. This approach enables organizations to move beyond fragmented oversight toward a unified, real-time view of workforce risk.

HSI Donesafe operationalizes this vision through a no-code, modular technology architecture specifically designed to convert regulatory complexity and customer requirements into deployable capability quickly and accurately. In a region where regulatory interpretation can vary widely across jurisdictions, industries, and individual sites, the ability to configure, rather than custom-build, contractor workflows, forms, approvals, and controls becomes a decisive advantage. Safety and operations teams can translate regulatory changes and evolving risk conditions directly into system logic within weeks, refine configurations in parallel testing environments, and deploy updates without disrupting live operations. By eliminating traditional development bottlenecks and lengthy release cycles, HSI Donesafe achieves exceptional stage-gate efficiency, enabling continuous innovation while maintaining operational stability, an outcome that competitors' rigid, code-dependent CMS platforms struggle to replicate.

This architectural agility underpins a deeper strategic distinction: HSI Donesafe's deliberate rejection of siloed contractor management. Instead of focusing solely on prequalification and document validation, the platform embeds contractors within the same framework that governs employees across the organization. Contractors can report hazards and incidents, access procedures and site-specific risks, participate in permits, audits, and investigations, and operate within a unified digital ecosystem aligned to organizational risk priorities. This integrated approach provides organizations with a comprehensive, 360-degree view of contractor risk and directly supports Person Conducting a Business or Undertaking accountability, where contractor risk must be identified, managed, and monitored with the same rigor as employee risk.

HSI Donesafe's differentiation becomes even more pronounced when viewed against other market participants. Regional CMS specialists often impose fixed workflows that require organizations to adapt their processes to the system, while legacy platforms tied to access control hardware face high switching costs and limited capacity for innovation. Large global environmental, health, and safety (EHS) vendors may offer functional breadth but frequently lack the regulatory nuance and configurability required in ANZ environments. HSI Donesafe bridges these gaps by combining local regulatory intelligence, cloud-native agility, and enterprise-grade scalability, enabling organizations to replace document-centric contractor tools with a truly unified risk platform.

This philosophy of integration and adaptability extends into HSI Donesafe's approach to automation and ecosystem enablement. As opposed to attempting to own every capability across the contractor management lifecycle, the company demonstrates technology leadership through an open, interoperable platform designed to operate seamlessly alongside a broad ecosystem of complementary technologies. Similarly, the platform automates document verification workflows to surface real-time insights while preserving mandatory human validation for critical safety decisions in high-risk scenarios. This balanced approach ensures that automation enhances efficiency and insight without compromising safety, accountability, or regulatory integrity.

Moreover, HSI Donesafe consolidates previously fragmented data sources into a single, coherent stream of contractor risk intelligence through integrations with AI camera providers, wearables and biometric sensors, regulatory obligation feeds, enterprise human resource systems, data lakes, and site-level technologies. This ecosystem-driven model replaces isolated dashboards with an end-to-end view of contractor risk that is actionable in real time and aligned with organizational risk priorities.

Supported by more than 60 configurable modules spanning EHS, risk, quality, environmental, social, and governance, and contractor workflows, the platform continues to evolve alongside regulatory and operational demands.[1] As a result, HSI Donesafe is uniquely positioned to lead the next phase of contractor risk management in the Pacific market, enabling organizations to move beyond compliance monitoring toward continuous, intelligence-driven risk oversight.

[1] Frost & Sullivan's Discussion with HSI Donesafe, March 2026.

Commercialization Excellence: Scaling Contractor Risk Intelligence Across the Pacific

Beyond the sophistication of its platform architecture, HSI Donesafe reinforces its competitive differentiation by how effectively it commercializes and delivers contractor management capabilities at scale. Rather than reserving advanced functionality for large, capital-intensive deployments, the company has deliberately structured its commercial model to serve the full breadth of the market, from smaller organizations managing limited contractor populations to large enterprises and government agencies overseeing tens of thousands of users. This inclusive approach reflects a clear strategic intent: to ensure that regulatory compliance, safety assurance, and contractor risk visibility are accessible regardless of organizational size, complexity, or budget.

To achieve this, HSI Donesafe combines modular licensing with pre-configured, ready-to-deploy contractor management solutions that significantly reduce time to value. Organizations can adopt a proven best-practice foundation out of the box, enabling rapid deployment and early operational impact, while retaining the flexibility to extend, configure, or scale functionality over time. Its pricing aligns with organizational size and selected modules, ensuring customers pay only for the capabilities they require while maintaining a clear and cost-efficient pathway to enterprise-grade expansion. This approach directly addresses a long-standing market gap, where smaller organizations are often subject to the same regulatory obligations as large enterprises but have historically been excluded from sophisticated CMS solutions due to cost and implementation complexity.

> *"By combining no code agility, an integrated risk architecture, and a customer led operating model, the company enables organizations of all sizes to manage contractor risk with speed, visibility, and confidence. In doing so, HSI Donesafe functions as a true market enabler, expanding access to advanced contractor risk intelligence while maintaining the depth, configurability, and interoperability required to navigate the Pacific region's increasingly complex regulatory and operational landscape."*
>
> ***-Sama Suwal***
> ***Best Practices Research Analyst***

As a result of this flexible pricing model, HSI Donesafe delivers a compelling price-to-performance proposition. Organizations gain access to integrated contractor risk intelligence, operational efficiency, and compliance assurance without the burden of heavy upfront investment, prolonged deployment cycles, or extensive reliance on external consultants. This commercial accessibility supports broad adoption across diverse industries, including local government, infrastructure, telecommunications, utilities, and service, positioning the platform as a practical entry point into digital contractor risk management instead of an enterprise-only system.

Equally important is HSI Donesafe's deliberate avoidance of token-based or contractor-paid access models that shift costs onto contractors and create hidden financial friction for the client organization. Instead, the company maintains a client-led access and licensing model in which organizations retain full control over contractor onboarding, permissions, data visibility, and workflow participation. This approach avoids indirect cost transfer, reduces vendor lock-in risk, and ensures that contractor management configurations remain tightly aligned with each organization's governance, privacy, and regulatory requirements.

Overall, this combination of scalable commercialization, modular delivery, and client-controlled flexibility positions HSI Donesafe as more than a technology provider. By combining no-code agility, an integrated risk architecture, and a customer-led operating model, the company enables organizations of all sizes to manage contractor risk with speed, visibility, and confidence. In doing so, HSI Donesafe functions as a true market enabler, expanding access to advanced contractor risk intelligence while maintaining the depth, configurability, and interoperability required to navigate the Pacific region's increasingly complex regulatory and operational landscape.

Delivering End-to-End Customer Value: From Deployment to Long-Term Adoption

HSI Donesafe's leadership extends beyond technology innovation and commercialization into the full customer purchase and ownership lifecycle, where the company places strong emphasis on transparency, control, and sustained value creation. Instead of locking organizations into rigid systems or predefined usage models, the company adopts a customer-led approach that allows organizations to select only the modules aligned to their operational priorities, configure them internally, and retain full ownership over how contractor management is structured, governed, and evolved. This operating model ensures adoption is driven by organizational needs rather than vendor constraints, reinforcing alignment with privacy expectations, regulatory accountability, and internal governance requirements across diverse Pacific markets.

This emphasis on customer control continues well beyond initial deployment. HSI Donesafe actively enables organizations to become long-term owners of their contractor management environment as opposed to passive users of a fixed solution. Customers benefit from sandbox and test environments that support safe experimentation, extensive self-service training resources that accelerate internal capability development, and the platform's modular no-code architecture, which allows for precise alignment with each organization's unique configuration. This flexibility empowers internal teams to independently adapt workflows, forms, and compliance logic as regulatory requirements, workforce composition, and operational risk profiles change. Together, these capabilities transform ownership into a continuous improvement cycle, enabling organizations to refine and scale their contractor management frameworks without reliance on external development cycles or costly re-implementations.

HSI Donesafe complements this ownership model with a customer service and support structure designed to sustain value over time. The company operates a hybrid regional support model that combines local expertise across ANZ with global follow-the-sun coverage, ensuring timely, context-aware assistance aligned with customer operating hours and critical workflows. Simultaneously, the platform's intuitive, contractor-friendly design significantly reduces day-to-day support burden, particularly at the contractor level, allowing organizations to manage onboarding, engagement, and compliance interactions internally in-line with their own policies and procedures.

To further strengthen long-term adoption, HSI Donesafe embeds proactive customer success management into its operating model. The company continuously monitors platform usage, engagement patterns, and workflow adoption to identify underutilization, emerging friction points, or changes in organizational needs. Where required, this insight triggers targeted interventions such as retraining, workflow optimization, or structured relaunch support, ensuring customers continue to extract value as their contractor management maturity evolves. In this model, customer success functions as an active mechanism for driving sustained engagement, capability uplift, and measurable outcomes.

Expanding Leadership Across the Pacific and Beyond

HSI Donesafe's ability to deliver sustained customer value has translated directly into strong brand equity across the Pacific CMS market. Through consistent execution, measurable customer outcomes, and ongoing platform innovation, the company has established a reputation as a trusted partner for organizations navigating increasingly complex safety and contractor risk environments. The brand is widely associated with agility, configurability, and regulatory relevance, attributes that resonate strongly in ANZ, where organizations require solutions that can adapt quickly to regulatory interpretation, workforce diversity, and operational change.

Backed by enterprise-level scale, proven credibility, and a growing global footprint, the platform combines robust assurance with the flexibility and responsiveness more commonly associated with emerging technology innovators. This balance enables the company to earn the confidence of both large enterprises and public-sector organizations, while remaining accessible to smaller councils and service providers with constrained resources. As a result, HSI Donesafe has established a durable market position defined by trust, long-term customer relationships, and the ability to support organizations as their regulatory obligations, risk maturity, and operational complexity continue to evolve.

This strong market positioning also underpins HSI Donesafe's future growth potential. With a platform designed for configurability, multilingual support, and scalable economics, the company is well-positioned to extend its leadership beyond ANZ into broader Asia-Pacific markets as regulatory frameworks mature and demand for integrated contractor risk intelligence increases. By leveraging its no-code foundation, ecosystem-driven innovation model, and deep alignment with regional regulatory realities, HSI Donesafe is poised to continue shaping the evolution of the CMS market.

Conclusion

Technology integration has become a critical success factor in the Pacific contractor management systems (CMS) market, where regulatory complexity, workforce diversity, and elevated accountability demand solutions that extend beyond static compliance. In this environment, organizations must adopt platforms that manage contractor requirements and integrate safety, governance, and operational risk into a single, connected system.

Through its no-code, modular risk intelligence platform, HSI Donesafe enables organizations to achieve real-time visibility, rapid regulatory responsiveness, and scalable contractor risk management across diverse operating contexts. The company distinguishes itself through a sustained commitment to innovation and creativity, demonstrated by its ability to rapidly translate regulatory change into configurable capability and to deploy solutions with broad applicability, from contractor onboarding and permit management to hazard reporting, audits, and enterprise-wide risk oversight. By pairing this technology leadership with a customer-led operating model that emphasizes transparency, control, and long-term value, HSI Donesafe has earned a strong reputation as a trusted and enabling partner. As contractor management continues to evolve into a foundational layer of enterprise risk intelligence, the company stands out as a clear leader shaping the future of the Pacific CMS market.

With its strong overall performance, HSI Donesafe earns Frost & Sullivan's 2026 Pacific Enabling Technology Leadership Recognition in the contractor management systems industry.

What You Need to Know about the Enabling Technology Leadership Recognition

Frost & Sullivan's Enabling Technology Leadership Recognition identifies the company that applies its technology in new ways to improve existing products and services and elevate the customer experience.

Best Practices Recognition Analysis

For the Enabling Technology Leadership Recognition, Frost & Sullivan analysts independently evaluated the criteria listed below.

Technology Leverage

Commitment to Innovation: Continuous emerging technology adoption and creation enables new product development and enhances product performance

Commitment to Creativity: Company leverages technology advancements to push the limits of form and function in the pursuit of white space innovation

Stage Gate Efficiency: Technology adoption enhances the stage gate process for launching new products and solutions

Commercialization: Company displays a proven track record of taking new technologies to market with a high success rate

Application Diversity: Company develops and/or integrates technology that serves multiple applications and multiple environments

Customer Impact

Price/Performance Value: Products or services offer the best ROI and superior value compared to similar market offerings

Customer Purchase Experience: Purchase experience with minimal friction and high transparency assures customers that they are buying the optimal solution to address both their needs and constraints

Customer Ownership Excellence: Products and solutions evolve continuously in sync with the customers' own growth journeys, engendering pride of ownership and enhanced customer experience

Customer Service Experience: Customer service is readily accessible and stress-free, and delivered with high quality, high availability, and fast response time

Brand Equity: Customers perceive the brand positively and exhibit high brand loyalty, which is regularly measured and confirmed through a high Net Promoter Score®

Best Practices Recognition Analytics Methodology

Inspire the World to Support True Leaders

This long-term process spans 12 months, beginning with the prioritization of the sector. It involves a rigorous approach that includes comprehensive scanning and analytics to identify key best practice trends. A dedicated team of analysts, advisors, coaches, and experts collaborates closely, ensuring thorough review and input. The goal is to maximize the company's long-term value by leveraging unique perspectives to support each Best Practice Recognition and identify meaningful transformation and impact.

		VALUE IMPACT	
STEP		WHAT	WHY
1	**Opportunity Universe**	Identify Sectors with the Greatest Impact on the Global Economy	Value to Economic Development
2	**Transformational Model**	Analyze Strategic Imperatives That Drive Transformation	Understand and Create a Winning Strategy
3	**Ecosystem**	Map Critical Value Chains	Comprehensive Community that Shapes the Sector
4	**Growth Generator**	Data Foundation That Provides Decision Support System	Spark Opportunities and Accelerate Decision-making
5	**Growth Opportunities**	Identify Opportunities Generated by Companies	Drive the Transformation of the Industry
6	**Frost Radar**	Benchmark Companies on Future Growth Potential	Identify Most Powerful Companies to Action
7	**Best Practices**	Identify Companies Achieving Best Practices in All Critical Perspectives	Inspire the World
8	**Companies to Action**	Tell Your Story to the World (BICEP*)	Ecosystem Community Supporting Future Success

*Board of Directors, Investors, Customers, Employees, Partners

About Frost & Sullivan

Frost & Sullivan is the Growth Pipeline Company™. We power our clients to a future shaped by growth. Our Growth Pipeline as a Service™ provides the CEO and the CEO's growth team with a continuous and rigorous platform of growth opportunities, ensuring long-term success. To achieve positive outcomes, our team leverages over 60 years of experience, coaching organizations of all types and sizes across 6 continents with our proven best practices. To power your Growth Pipeline future, visit Frost & Sullivan at http://www.frost.com.

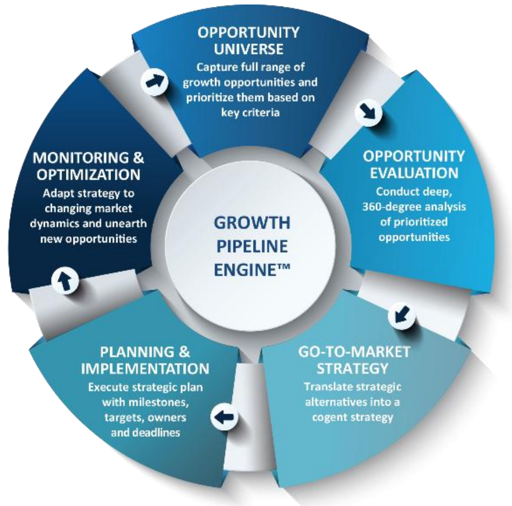
The Growth Pipeline Generator™

Frost & Sullivan's proprietary model to systematically create ongoing growth opportunities and strategies for our clients is fueled by the Innovation Generator™.

Learn more.

Key Impacts:

- **Growth Pipeline:** Continuous Flow of Growth Opportunities
- **Growth Strategies:** Proven Best Practices
- **Innovation Culture:** Optimized Customer Experience
- **ROI & Margin:** *Implementation Excellence*
- **Transformational Growth:** Industry Leadership



The Innovation Generator™

Our 6 analytical perspectives are crucial in capturing the broadest range of innovative growth opportunities, most of which occur at the points of these perspectives.

Analytical Perspectives:

- Megatrend (MT)
- Business Model (BM)
- Technology (TE)
- Industries (IN)
- Customer (CU)
- Geographies (GE)