Key management requirements

Checklist for the demo · rating 0–3 per supplier

Supplier A: _____ Supplier B: _____ Supplier C: _____

Priority: M = Must · S = Should · C = Could · Rating: 0 = not met · 1 = partly · 2 = largely · 3 = fully met

No.	Requirement / What to check	Prio	A	B	C	Notes
1 Records and evidence						
1.1	Every checkout and return is recorded with person, time and object. Is every transaction recorded automatically, without anyone having to add it later?	**M**	☐	☐	☐	
1.2	The history cannot be changed or deleted afterwards. Who can change entries? Is the history kept when a user account is deleted?	**M**	☐	☐	☐	
1.3	Handovers are acknowledged (signature, receipt for both sides). Does the person receiving the key get a receipt, e.g. as a PDF?	**S**	☐	☐	☐	
1.4	Records can be analysed and exported. Is there a report for audits by period, object or person?	**S**	☐	☐	☐	
1.5	Stocktake of the inventory with a list of discrepancies. How does a stocktake work, and what happens to missing keys?	**S**	☐	☐	☐	
2 Day-to-day checkout and return						
2.1	A checkout takes only a few seconds. Time it in the demo: from picking up the key to the confirmation.	**M**	☐	☐	☐	
2.2	Check out and return several keys at once. How many steps does a round with ten keys take?	**S**	☐	☐	☐	
2.3	Return deadlines with a notification when overdue. Who is notified, and when?	**S**	☐	☐	☐	
2.4	Handover to external people without a user account of their own. How are tradespeople or contractors recorded?	**S**	☐	☐	☐	
2.5	Use it where the handover happens (smartphone, tablet at the key point, computer). Do staff need a fixed workstation?	**S**	☐	☐	☐	
3 Labelling and hardware						
3.1	The label gives no clue to an address or a person. What is written on the key?	**M**	☐	☐	☐	
3.2	Durable labels (e.g. NFC, RFID, barcode) with a clear replacement process. What does a replacement cost, and how quickly does it arrive?	**S**	☐	☐	☐	
3.3	Mechanical protection against unauthorised removal (cabinet, safe), if your risk calls for it. Do you mainly need protection against removal, or mainly traceability?	**C**	☐	☐	☐	
3.4	Building requirements and space needed. Does the system need power, a network, installation or a room of its own?	**S**	☐	☐	☐	
3.5	Expansion as the inventory grows. What does it cost to manage 500 more keys?	**S**	☐	☐	☐	

Sample based on German practice, without warranty. Not legal advice for your individual case.

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4 Users, roles and sites						
4.1	Your organisation sets roles and permissions itself. Can you create and change roles without the supplier?	**M**	☐	☐	☐	
4.2	Manage several sites or areas separately. Do staff only see their own site?	**S**	☐	☐	☐	
4.3	Simple sign-in at the key point (PIN, ID card, tag). How does someone without a device of their own sign in?	**S**	☐	☐	☐	
4.4	Staff changes: create and remove accounts quickly, open checkouts visible. Does the system show which keys a leaver still has?	**M**	☐	☐	☐	
5 Integrations and data						
5.1	Connection to your business software (e.g. control centre, HR, dealer management or property management software). Which integrations exist today, and which on request?	**S**	☐	☐	☐	
5.2	Connection to electronic locking systems or key cabinets. Which systems are already connected?	**C**	☐	☐	☐	
5.3	Import of existing lists and export of your data. Does the supplier do the first import? In what format do you get your data when the contract ends?	**M**	☐	☐	☐	
5.4	Programming interface (API) for your own workflows. Is there a documented API?	**C**	☐	☐	☐	
6 Data protection and information security						
6.1	Hosting in the EU, location named. Where are the servers, and which sub-processors are involved?	**M**	☐	☐	☐	
6.2	Data processing agreement under Art. 28 GDPR and documented technical and organisational measures. Are the agreement and the measures available before you decide?	**M**	☐	☐	☐	
6.3	Retention and deletion periods can be set. How long is personal data kept, and who decides?	**S**	☐	☐	☐	
6.4	Documents for data protection officers and employee representatives. Does the supplier provide a description of the processing and information for the works council?	**S**	☐	☐	☐	
6.5	Only the data needed for the records. Which details are mandatory?	**S**	☐	☐	☐	
7 Roll-out and operation						
7.1	A realistic roll-out schedule. How long does roll-out take for your inventory, and what do you have to do yourself?	**S**	☐	☐	☐	
7.2	Little training needed. Can new staff hand out keys after a short briefing?	**S**	☐	☐	☐	
7.3	Support in German with defined availability. How do you reach support, and how quickly does it reply?	**S**	☐	☐	☐	
7.4	Trial before purchase. Can you try the system with real keys?	**S**	☐	☐	☐	

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7.5	Updates and further development included in the price. What does an update cost?	S	☐	☐	☐	
8 Costs and contract						
8.1	Total cost over five years (hardware, licence, maintenance, roll-out). See the “Costs” sheet.	M	☐	☐	☐	
8.2	A transparent price model that grows with the inventory. Is there a published price list?	S	☐	☐	☐	
8.3	Term and notice period. How long are you tied in?	S	☐	☐	☐	
9 Supplier						
9.1	References in your sector. Can you talk to a reference customer?	S	☐	☐	☐	
9.2	Adjustments to your workflows (fields, roles, integrations). Who develops adjustments, and what do they cost?	C	☐	☐	☐	
9.3	Contacts and contract in the EU. Where is the supplier based, and which law applies?	C	☐	☐	☐	

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Questions for the demo

Note each supplier’s answers right after the demo.

1. Show a checkout and a return on a smartphone and at the key point — how long does it take?

2. What does one key’s history over a year look like?

3. What happens when a key isn’t returned on time?

4. How does someone pass a key on to an external person?

5. How does a stocktake work, and how do you find missing keys?

6. What does a member of staff with restricted rights see?

7. How do our existing lists get into the system — and how does our data get out again?

8. Which documents does our data protection officer receive?

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