

TOP TEN QUESTIONS

1.)	<p>Make sure you understand “why” you need new business software.</p> <ul style="list-style-type: none"> • What are the key deliverables and objectives (Success Criteria)? • What is driving the search and where will there be some wins?
2.)	<p>Be sure to understand what each role’s business requirements are.</p> <ul style="list-style-type: none"> • What are the requirements for the (executive group, marketing, sales, purchasing, production, project managers, accounting and external partners)?
3.)	<p>Gap analysis is must to understand.</p> <ul style="list-style-type: none"> • What are the gaps between the current system (as-is) and your future system (to-be)? • How easily can the information from your current system be migrated to a new package? • How easy is it to implement a new system? What kind of support is there? • Are there any advanced customizations required? Does the software support customizations?
4.)	<p>How scalable is the business application?</p> <ul style="list-style-type: none"> • As your business changes over time, can the business application change too? • When choosing a package, imagine the business 5 to 10 years from now? • What is the future growth (life) of the application?
5.)	<p>How easy is it to use?</p> <ul style="list-style-type: none"> • Allow the people who will be using the software to see and try out the applications. • How well does the package interact with other software applications?
6.)	<p>How well does the software fit the business?</p> <ul style="list-style-type: none"> • Does the application streamline or eliminate certain processes? • Does the reporting provide more timely, accurate and “fit for use” information? • How customizable are the reports? Are there tailorable business dashboards?
7.)	<p>Is the business software application a major brand?</p> <ul style="list-style-type: none"> • Is there a strong company that will be around to provide regular updates and support? • How old is the software? • Is the manufacturer activity investing resources and improving it or are they only maintaining it?
8.)	<p>What are the other costs to consider?</p> <ul style="list-style-type: none"> • What are the network, server, database and workstations requirements and <u>costs</u>? • How often are there upgrades and how much do they <u>cost</u> to implement every year? • Can you work from home, the hotel or anywhere away from the office? Is it mobile device friendly?
9.)	<p>How strong is the sponsor or supporting partner?</p> <ul style="list-style-type: none"> • Your sponsor’s level of commitment and support can have the greatest impact on the success of the implementation. How knowledgeable and qualified does the supporting partner appear to be? • Are they customer focused? What experience do they have?
10.)	<p>What is the best value for your money?</p> <ul style="list-style-type: none"> • Price is only one part of the equation. It is important to consider the quality of support, software manufacturer and how well the software fits the business. This is a long term investment.