

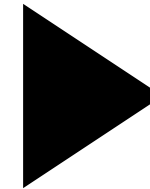
This eBook Presented by:



21 Powerful Questions To Ask ERP Providers

Don't Buy a New ERP System Without Asking These Questions.

It's not easy to find the right ERP system and vendor for your business. Use this eBook guide to ask the right questions so you can get the information you need to make a good decision.



No matter which industry or what your specific functional needs are, the questions listed in this eBook are important to ask of prospective ERP providers.

Business Outcomes Questions



1. How will your software assist us in improving efficiencies?

2. How will your software help us generate more revenue?

3. How will your software help us make better business decisions?

Services Questions



4. How long will implementation take?

5. Who will handle our implementation and what are their qualifications?

6. What happens if there are implementation problems?

Security & Risk Questions



7. How does the software help us meet compliance requirements?

8. How does the system create an audit trail?

9. How do you protect data outside of our network

Vendor Quality Questions



10. How many clients are you currently supporting who are running the proposed software?

11. Can I talk to an active customer running the proposed solution?

12. Why should a customer choose to work with your company rather than a competitor?

Training & Documentation Questions



13. How much training will be required to get users up-to-speed?

14. What training resources are available?

15. Which of the training resources are included in your proposal?

Scalability Questions



16. What's the cost to add users to the system?

17. Does this software provide an API for integrating third party add-ons?

18. Do we own all of our data even if in the cloud?


Ongoing Support Questions



19. Who do we call when we have an issue? What's their expertise level?

20. How easy is it to find support providers other than your company?

21. How are regular software updates provided and implemented?



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