



ENABLING TEN SERIES

10 QUESTIONS TO ASK WHEN SELECTING BUSINESS SOFTWARE.

1: Can the solution provider, provide references?

This is the key question, there are some companies that have sales people that can talk up a storm, but it's the actual reference able sites that talk the talk. A good option once you progress down the selection path is to ask to visit a site, preferably within a similar industry. The knowledge that you gain from this exercise, not only gives you confidence that the reseller can provide the business solution that they are promising but will also give you some insight into what can be gained through implementing your preferred solution

2: Does the solution provider offer the full service, or do they require third party consultants?

Solution Implementation, Training, Technical Expertise and On Going Support are all important elements of any solution provider's service. You want to ensure that the solution provider you select has the resources to cover all of these aspects, not only during the implementation but also ongoing. Make sure you know how many people they have available for support and what the current skill level of their consultants is.

3: Is the business software user friendly?

Too often, solution providers will try to crack a nut with a sledge hammer. Make sure that the solution provider analysis your business needs and offers you a business solution that fits your requirements. The significance of user friendliness may seem obvious; but you should ensure that the existence of less software savvy staff can become a problem for your business.

4: What parts of the business will the business software streamline?

Is the business solution fully integrated, asks the solution provider to demonstrate a simple or complex daily process? Then watch careful and identify what is involved from start to finish, focusing on the minor detail.

5: Does the business software integrate seamlessly with other applications?

You may still require other third party solutions to run your business, make sure that the solution you are choosing integrates smoothly. Also if you require flexibility in importing or exporting data, business software that can handle this routinely will save you valuable resources in the long run.

6: Does the business solution provide and allow for future growth?

Changing business software is something that your business should not have to do every time rapid growth occurs. Make sure that the solution that you are choosing is scalable, does it meet your needs now, and potential needs in the future. Again, ask for references of some of the smaller or bigger sites that the solution provider has operating the software you are looking at.



7: Will you be able to work with the business solution provider?

This is critical to the success of the implementation and ongoing success of the business software you are selecting. The solution provider will become for the initial phase an integral part of your business. Once the implementation has progressed you will be relying on them for ongoing support, technical advice and the occasional highly critical advice or service. Make sure the solution providers someone that you can trust with your business and enjoy working with. Do they share the same business ethos as you?

8: Become familiar with the company that makes the software

Are they a respected name in the business software industry? Have they been around for long, how many customers do they have? What is their vision for the future their own products? Are they responsive and will they be around for as long as you need them.

9: Are there other solution providers for your chosen business software

As hard as you try there may be occasions where the solution provider and your business are not a good fit. If so are there other providers that can step in and cater for your needs.

10: Remember the solution provider is there for you.

Ask the hard questions, this is a big decision and identifying a provider and software solution that works well with your business can mean that the investment will bring some great added value to your business. Do your research and make sure the solution provider listens to what you want and not what they have got. Some of the more respect solution providers will offer substantial pre implementation services to help you through the process. Use this to your advantage, they are the experts.

Don't rush the implementation; make sure you time your implementation of the new business software as close as possible to your businesses slow time of year. This will minimise disruptions and also ensure that your staff can give quality time to the process and training.

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