



Top 10 Questions to Ask When Evaluating a New Vendor

1. How Long Has the Vendor Been in Business?

A company with a proven track record spanning a long period of time is a good indication that the business and leadership are solid and can withstand economic fluctuations.

2. How Has the Vendor Helped Companies like Yours?

Every industry has unique challenges. Knowing that a vendor understands those challenges will give you confidence that they will be able to serve you.

3. What Do the Vendor's References and Customer Reviews Say about Them?

Discovering the vendor's reputation in the marketplace will give you a better feel of who they are.

4. Why Do Customers Leave?

Learning the reasons that customers seek other solutions will help you determine if the vendor will be able to meet your own business requirements.

5. What Job Functions Will the Vendor Be Able to Do for You?

When it comes to outsourcing business tasks, ensure the vendor's system will be able to free up your time and resources in order for you to focus on other priorities.

6. What Are the Vendor's Limitations?

If a vendor is transparent about their solutions and limitations, it shows that you can build a strong partnership together.

7. What Are the Typical Steps and Timeframe of Implementation?

When you understand the process of implementation, you will have realistic expectations of utilizing a new system.

8. How Quickly Will You See Results?

Defining measurable outcomes will give you a clear picture of the results you can anticipate.

9. How Does the Vendor Respond to Issues?

Your time is valuable. Vendors who prioritize customer service will be quick to resolve issues and respond to your needs.

10. How Frequently Does the Vendor Improve Their Software?

Because of the rapid pace that technology changes, the vendor's software will require regular updates. You'll want to know if the vendor does the minimum or if they go the extra mile to improve their software based on feedback.

Connect with us today.

541.323.1600

info@benefitelect.com

www.benefitelect.com