CHECKLIST

Software Vendor Evaluation Checklist

Twelve questions to ask before signing with any operations-software vendor.

- [ ] Is the product built and run by the vendor, or resold?
- [ ] Does it work offline in the field and sync automatically?
- [ ] Is access enforced at the database level, not just in the interface?
- [ ] Is every create, edit, approval and deletion logged with who and when?
- [ ] Are Malaysian rules (MYT, public holidays, SST, e-Invoice) built in?
- [ ] Can we start with a few modules and add more later?
- [ ] Can we export all our data at any time, in a usable format?
- [ ] What is included in the warranty, and what is chargeable?
- [ ] What are the support hours, response targets and escalation path?
- [ ] Where is data hosted, and how are backups and restores tested?
- [ ] Who owns the data and what happens at termination?
- [ ] Are there real people we can speak to who use it daily?

> TIP
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> Print this page and work through it with the people who will use the system, not only the people buying it. Where an item is unclear, that is where the project will slow down later.

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