



What is your long-term vision and are you a reliable partner?

Ensure the vendor meets your organization's needs, and the vendor must be an exceptionally reliable partner for both implementation and on-going support. These questions dig deep into the vendor's capabilities, forward-thinking approach, and dedication to customer success. The answers should provide clarity and instill confidence in their product and their commitment to your organization's success.

- **Long-term Vision:** "Where do you see your ERP software in the next five years, and how does your current roadmap align with the future technological trends in the industry?"
- **Customization vs. Out-of-the-box:** "To what extent can your ERP software be customized to our specific industry needs without compromising future updates and patches?"
- **Implementation Challenges:** "What are the most common challenges organizations face during implementation, and how do you help overcome them?"
- **True Cost Analysis:** "Beyond the licensing costs, what are all the potential financial investments we should anticipate, including implementation, training, customization, and ongoing support?"
- **Integration Capabilities:** "How does your ERP system integrate with other third-party systems and technologies we're already using, especially those that are critical to our operations?"
- **Data Ownership and Portability:** "Who owns the data stored in your system, and how easy is it for us to extract and migrate our data if we choose to switch platforms or need it for other applications?"
- **System Updates:** "How often do you release updates? And how do you ensure that these updates do not disrupt our operations or nullify any customizations we have made?"
- **Case Studies and References:** "Can you provide case studies or references from businesses in our industry, especially those who've faced challenges similar to ours and found solutions with your software?"
- **Support and Training:** "What does your post-implementation support look like? How quickly can we expect issues to be resolved, and what resources do you offer for ongoing user training?"

- **Exit Strategy:** "If we decide to end our partnership or transition to a different solution in the future, what processes do you have in place to ensure a smooth transition? Are there any fees or penalties associated with early termination?"