

7 questions to ask when choosing a cloud-based ERP solution

How can you ensure the Enterprise Resource Planning (ERP) solution you're considering will meet all the needs of your changing business? Be sure to get answers to these critical questions before making a decision.

1. What features are included and how many contracts do I need to sign?

Many cloud ERP vendors offer multiple modules, such as HR and CRM solutions, and versions. Make sure you're clear on what's included during the vendor pitch.

Warning: Having to deal with multiple contracts are usually the sign of bait and switch tactics.

2. Do you have a trial version I can test drive?

A trial version lets you make sure the interface is easy to use, you get the analytics you want and your team can easily collaborate.

Warning: No trial version? Maybe the vendor has something to hide.

3. How much support will I get?

What kind of support will you get during implementation and as an on-going customer, what will that cost?

Warning: If they don't offer a single point of contact 24/7 your business might shut down if there's a problem.

4. Is this the actual price or just a short-term promotion?

You're making a major shift in how your company does business — don't let pricing gimmicks sway your decision.

Warning: If you feel pressured to sign a contract, chances are they won't be good partners down the road.

5. How will you tailor a solution to my unique needs?

Are they taking the time to learn the specific needs of your business? For successful implementation you need a true partner.

Warning: If you're not hearing tangible, business-based questions and assessments, the system they offer might not be right for you.

6. Are you equipped to

Get the answers you need about cloud-based ERP solutions. Learn how SAP Business ByDesign can help.