# HOW TO SELECT THE RIGHT SOFTWARE PROVIDER

Are you going to select new software?

Software providers abound, and very likely they will call you again and again wanting to present their solutions.

CapaSystems has made a brief guide with concrete advice on what you need to be aware of when you contemplate switching software providers or wish to integrate a new system in your organization.
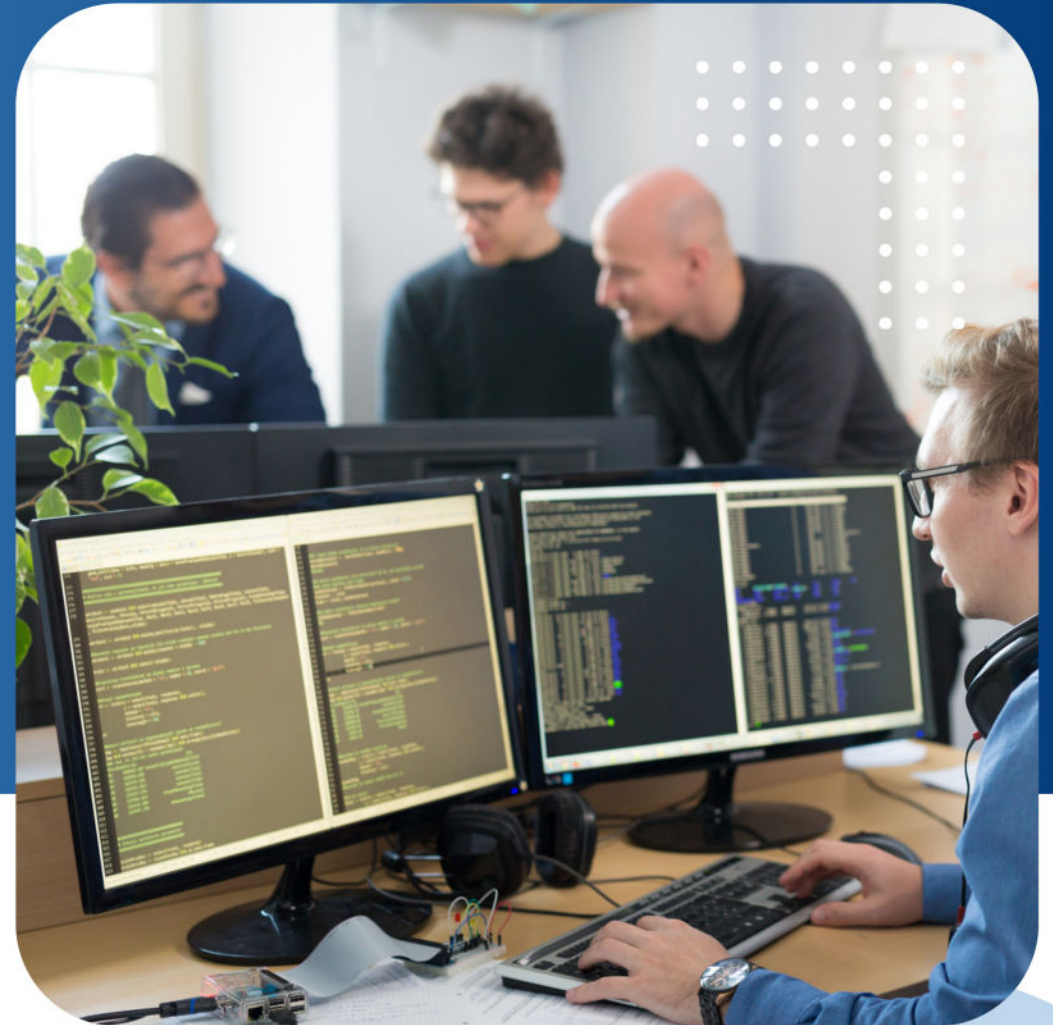
1 What are your requirements?

The most important thing is to be absolutely sure of what it is your organization needs. Make a prioritized list of which pain points the software must address, and then split the list into a nice to have and a need to have section. This will help you assess whether the solution you are looking at will suit your organization or not.

A large IT solution can impact the structure and future of your organization, so assess it against the overall strategy of your organization and make sure that the software solution will truly support you in achieving your strategic goals. It is critical to define your organization's requirements before you begin the actual search for the most suitable software provider.

2 Verify the credibility of the software provider

It is essential that you carefully research each prospective software provider. What is their reputation, and for how long have they served the market? Is their turnover increasing or decreasing? Are they generating revenue? To what extent are they solvent? Which resources and competencies do they have available? Do they have their own development team? Are there any partners associated? Credibility is vital when you are going to form a close relationship with a new provider.

3 What does your network say?

It is always a good idea to check what other customers have to say about your prospective software provider. Use your network: Do they know the software provider? Is their experience positive or negative? Also ask the software provider for references—if they have a good product, then they are also likely to have satisfied customers who will gladly describe their experience with the provider. Use this to uncover as much information about a prospective software provider as possible.

4 Is the software future-proof and scalable?

Check if the software is future-proof, customizable and scalable. The last thing you need as an IT manager is to be in a situation 2-3 years down the line where you need to re-invest in alternative software because the chosen software provider is unable to handle your requirements for expansion or for targeting new markets.

5 Are there hidden or extra costs?

Hidden costs are a pain when you need to budget and assess which software provider provides the best value for money. Scrutinize terms and conditions: Does training come at an extra cost? Is there an annual maintenance fee on top of the monthly support costs?

6

Who owns your data when/if you go seperate ways?

Any type of relationship can end for whatever reason. Should that happen, it is important to know if a software provider would be likely to hold back your data or demand a high price for releasing data that is really yours. If the data has been encrypted, you should expect to have to pay —but not astronomical amounts. Get these important details agreed right from the start.

7

Do a POC

If it is possible to get a free trial period or do a POC (Proof of Concept) installation, then make use of it to test features and functionality and verify benefits before you make the big investment. If your trial or POC does not provide all the answers, then don't hesitate to ask the software provider. It is important to be sure that the software is as close as possible to being the perfect match for your organization.

8

Formulate and agree on succes criteria

Before you put pen to paper, you and the software provider should formulate and agree on the success criteria (KPIs) for your future co-operation. This will make it much easier for both parties to know what is required for a successful project initiation and implementation. Getting off to a good start will provide for a long and fruitful relationship.

BEST OF LUCK!

CapaSystems

...because time matters

CapaSystems is a Danish software and consulting company that has been dedicated to creating software solutions since 1996. Our goal is to provide a better overview, lower costs, higher end-user satisfaction, and greater flexibility for our customers. We achieve this by delivering expertise and smart technology that can leverage the potential of our customers' IT systems. At CapaSystems, you are guaranteed a solution that meets your needs.

CapaSystems is behind the development of two on-premise software solutions, **CapaInstaller** and **PerformanceGuard**, as well as the cloud solution **CapaOne**, which supports all deployment tools. We are constantly developing new products for CapaOne, including **AdminOnDemand** (Privileged Access Management), **Drivers** (automatic driver updates), **Reliability** (providing a comprehensive overview and finding solutions to the company's IT challenges), **Updater** (streamlined updating of third-party programs), and **Android** (powerful Android Mobile Management), and **Security** (identifies and highlights vulnerabilities). Today, CapaSystems employs over 30 employees located in Taastrup and Skanderborg. CapaSystems' solutions are used by a wide range of Danish and international companies, with over 25% of Danish municipalities choosing to use CapaSystems software.