

# Vendor Checklist

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- Vendor Company
  - Check where the vendor is located.
  - Check where its local offices are.
  - Check how many employees the vendor has.
  - Check how long the vendor has been in business.
  - If the vendor is not independent, check who owns the vendor's company.
  - Check who the vendor's most important business and trading partners are.
  - Check what is the vendor's understanding of and vision for your industry.
  - Check what horizontal or vertical market the vendor focused on.
- Vendor Offerings
  - Check the products the vendor offers Ask the vendor to provide specific information.
  - Check the services the vendor offers Ask about training, maintenance and support.
- Vendor Customers
  - Determine how many customers the vendor currently serves.
  - Check how many customers use the proposed vendor solution.
  - Check if there are any customers available as references for the solution the vendor is proposing.
  - Check how many of the vendor's customers are in your industry and comparable in size and business requirements to your organization.
- Vendor and Your Organization
  - Check if business visions and company cultures are compatible.
  - Check what level of professionalism and responsiveness your vendor employees display.
  - Check how credible the vendor's claims about the suggested product or solution are.
  - Determine whether the vendor can assist you in measuring return on investment and total cost of ownership for the solution.
  - Determine what makes this vendor a good fit with your organization.

- Determine what distinguishes this vendor from the competitors you reviewed.
- Determine if the vendor be around in 5 or 10 years.