



22 Tough Questions to Ask Before You Choose a B2B Software Vendor

Brought to you by Racami – because picking a vendor shouldn't feel like a gamble.

Whether you're evaluating a workflow platform, a CCM tool, or any enterprise software for your print operation, these questions are designed to cut through the fluff and help you find a vendor who can actually deliver.

Product Capabilities & Demos

- 01.** Can you show me this feature in a live environment—not just a slide?
- 02.** Is the functionality available today or just “on the roadmap”?
- 03.** How do you handle new feature requests from clients?

Support & SLAs

- 07.** What's your SLA for support response and issue resolution?
- 08.** Will we have a dedicated account manager or point of contact?
- 09.** What should I expect from post-implementation support?
- 10.** How large is the support team? If it's an off-shore support team, do they work US-hours?

Pricing & Licensing

- 15.** When going through the demo, ask them to point out what's included in the base license vs. what features are they showing you that cost extra
- 16.** Are there user limits, data caps, or processing fees? If it's a cloud hosted SaaS solution make sure to ask if there are cloud storage fees
- 17.** How does pricing scale if our volumes grow?

Implementation & Hiring

- 20.** What's the average implementation timeline?
- 21.** During implementation, who will I need to involve from my team? Network engineers, the infrastructure/IT team, a database administrator?
- 22.** Post-implementation, who will I need to hire to maintain the system? If a system admin is needed, what technical experience should they have?

Roadmap & Development

- 04.** Can you share your 12–18 month product roadmap?
- 05.** How often do you release new features or updates?
- 06.** Are updates included in the license or support fees, or do they cost extra?

Integration & Compatibility

- 11.** Do you offer open APIs or custom integrations?
- 12.** Can your platform connect with our MIS, ERP, or mailing systems?
- 13.** Can your product handle customization or will I need to change my process to fit within the confines of your tool?
- 14.** Is your tool developer-friendly? Or will I need to pay your team to make configuration changes?

ROI & Case Studies

- 18.** Can you share ROI benchmarks or examples from similar clients?
- 19.** How do you help us calculate cost savings or productivity gains?



Let's Connect!



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What if your biggest software blocker is one conversation away from a breakthrough? Let's talk.

Book a demo with us today

