

# Questions to Ask Users of Shelf Software Before Buying

By Business & Computers <http://www.businessandcomputers.com/>

Once you get at least 5 companies that are *similar to your business* that use this particular software, here are some questions you might want to ask.

If the software is called XYZ then the following might be the questions you would ask.

- \_\_\_ Are you as a using XYZ software on a regular basis?
- \_\_\_ What parts of the software are you using?
- \_\_\_ Have them walk you through the processes they do to get the information into and out of the program.
- \_\_\_ What do they like about the software?
- \_\_\_ What do they dislike about the software?
- \_\_\_ What problems does the software solve for the company?
- \_\_\_ Would they buy the program if they were starting from scratch with a new program?
- \_\_\_ What type of support has the vendor given them?
  - \* In the process of implementing the software.
  - \* Once the software was up and running.
- \_\_\_ How long did it take from the day they installed the software until it was up and running and they felt comfortable with it?
- \_\_\_ What reports and other information do the managers us to better manage your organization.
- \_\_\_ Would they be willing to let you come to their location and see how they use the software?  
(You need to make at least one visit to a company using the software.)