

5 Questions You Never Ask A Technology Partner But Need To

Sunday, September 15, 2019
2:00 PM - 2:50 PM

TECHNICAL WORKSHOP



Steve Antill



This session is eligible for 1 Contact Hour.

For these hours to appear on your certificate, you must:

- Have your badge scanned at the door
- Attend 90% of this presentation
- Fill out the online evaluation for this session:



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Presenter: Steve Antill



- Vice President of Business Development
- 20 years of experience in the construction industry
- Over 1,200 system selections & implementations
- Involvement in ASA, ABC, CFMA, NECA, AICPA, IEC, CONEXPO, World of Concrete...
- Focus on new entry points to take to market
- Why my heart is into this presentation
- Takeaways- Slow Down please, be thoughtful

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Who is Foundation Software?

- 34+ years developing software solutions for contractors
- 5,000+ software clients
- 1,600+ payroll clients
- 70% of clients are specialty subcontractors
- 30% are general contractors
- Author and developer of Foundation
 - Single family ownership
 - All products are developed and supported in-house



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5 Questions You Should Ask Every Software Vendor

- Who are you, who am I?
- Will you show us what we want to see?
- How do you deploy your product?
- How are you going to help us succeed?
- What is your roadmap for the future?

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1. Who Are You, Who Am I?

- Who are you?
- Accounting, ERP, Estimating, Mobile, PM, CRM....
- Typical Client Demographics
- Are the products they sell now the future?
- Understand their ownership history
 - How many hands has this product been passed through?
 - This is a good indicator of the product's health!
- Do you sell & train direct or via 3rd party dealers?

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1. Who Are You, Who Am I?

- Who am I?
- Not all Electrical Contractors are the same
- Residential, Commercial, Industrial, Government
- Questions your vendor better be asking you!
 - Tell me what does your company look like?
 - Why are we even talking?
 - Is there anything else we should know you haven't told us!

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2. Will You Show Us What We Want To See?

“Whoa, no no no! I meant are you being honest with me and showing me who you really are?”

- Try to Define your company's needs before meeting with vendors
 - Expectations of software
 - Who should be involved from your side
 - How committed are you do making a change
- The demo process (make it fit your style)
- Be fair to the software vendor- you are buying & building a relationship
- Software Trials, Money Back Guarantee's, References

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3. How Do You Deploy Your Product?

- Cloud, SaaS, On Premise?
- Do you the customer own the software, the data, can you get a back up
- Where is data hosted, off site backup, fail over, redundancy
- Why is this vendor obsessed with Cloud?

Cost Comparison of OP vs SaaS

- Cost comparison over 5 years:
 - On-Premise \$17,600 + \$14,250 maintenance = \$31,850
 - SaaS is \$800 per month + \$4,800 set up = \$52,800
 - Breakeven points tend to be 24 months or less!



IT Strategy & App Awareness?

- How many contractor's out there can define their IT strategy?
- Do your core business software programs run in different environments
- Can this vendor host other solutions for you if you go cloud
- Apps, Apps and more Apps
- Native vs. Web Apps- please be aware.

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Questions You Should Ask Vendors

- If the vendor will be holding data ask
 - What type of SLA's do you have?
 - 99%=88 hrs. down, 99.5%=40hrs, 99.9%= 9hrs
 - Please be up during our work hours
 - When and who performs updates and maintenance?
 - What type of compliance standards do you meet?
 - Don't forget the soft underbelly!



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Questions You Should Ask Yourself



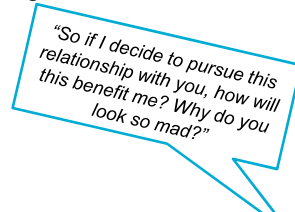
- What happens if your network is hijacked/taken over?
 - Do you have access to Bitcoin/electronic currency?
 - 2 schools of thought
 - 1-Pay and they usually give you your stuff back
 - 2-If you pay are you forever a target
 - FBI generally won't get involved unless big \$\$\$'s?
 - Do you have Cyber Insurance, does your Vendor?

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4. How Are You Going To Help Us Succeed?

- Understand the training process from the day you sign to the day you go live
 - This is where hidden costs can be – talk to existing clients and find out how they were trained and how long it really takes
- After you go live, what does on-going support look like?
 - Hours of operation, response time, in-house support or outsourced support?
- Do they offer on-going education opportunities?
 - Webinars, user conferences, online videos, user guides, consulting services,
 - Client Advocacy Teams / Client Success Teams



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5. Ask Your Vendor About Their Roadmap for the Future?

- Where do you see your company in 5-10-20 years?
- Is your growth organic or through investors?
- Are you expanding your product line? If so, are you looking to acquire new products or develop your products internally?
 - Make sure the product lines they pursue have a close relationship to their current offering(s). If it veers too much, this can signal that company does not have a strong, solid vision.
- What is their development team currently working on?
 - Always know what is slated to come out in the next year. Gauge their developmental aggressiveness.
 - You are buying a relationship as much as you are buying software

"It's important to determine if we want the same things from life... see some of these are normal!"

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Questions?

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