5 Questions You Never Ask
A Technology Partner But Need To

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

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:
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

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
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?

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?
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!

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

- 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
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.

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!
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?

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

“So if I decide to pursue this relationship with you, how will this benefit me? Why do you look so mad?”
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.

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Questions?

Complete the Online Evaluation

For more Information:
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