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### ***Reference Checking Questions***

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When selecting new software or technology to implement, it is important to check the references of preferred providers you may be considering working with. The following are some questions that it can be beneficial to have answers to before making a purchase decision.

You may also want to consider contacting independent references in addition to those provided by the software or technology provider, as they can sometimes be more candid. A call or e-mail to others in the industry can help to identify good candidates to speak with.

#### **Questions**

- **What are the primary reasons you chose the system or technology?**
- **What were your goals for the system / technology and has it meet your goals?**
- **How long have you been using the system / technology?**
- **How are you using the system / technology?**
- **How long did the implementation or installation take?**
- **How challenging was the implementation / installation?**
- **Who is actively using the system / technology?**
- **What does the system / technology do well?**
- **What challenges or problems have you had?**
- **What things have you found lacking in the system / technology?**
- **How has the company's customer service and support been?**
- **Were there any unexpected costs or price increases after the sale?**
- **Have you done any integration and if so, what have the benefits and challenges been?**
- **Has the system / technology had any conflicts with any of your other software or systems?**
- **How challenging / time consuming was the training?**
- **If you had to make the purchase again, would you choose this system / technology?**
- **What do you most wish you had known before choosing the system / technology?**
- **What is the best advice you could give us regarding the system / technology?**
- **Who else might it be helpful for us to speak with?**