



8 Questions to Ask a Technology Provider Candidate

The world of industrial distribution is dealing with major disruptions that are forcing the industry to reshape long-established business practices. Distributors who can quickly adapt and create deeper customer relationships will be able to gain a competitive advantage and be successful in the years ahead.

Leveraging business technology is important now more than ever. It's also a large business investment and not something to be taken lightly. Therefore, it's crucial to take the time to choose the right solution for your business. That's why we've put together a checklist of questions to ask your potential technology provider candidates.



1.

Is your distribution management technology SaaS-based or on-premise?

You should lean towards a technology provider that offers a SaaS-based solution. You'll not only increase efficiency while reducing upfront and long-term costs, but decrease resources needed to run the system. For smaller distributors, on-premise may still be applicable. Know your options!

2.

Is your distribution management technology configurable based on business rules?

Flexible software can work the way your business operates and a configurable solution reduces time to market. Remember the stories about the 'never-ending' IT projects? Don't let this happen to your project or to your career.

3.

Is your distribution management technology updated at least once a quarter?

You want a provider that is implementing regular updates. This ensures you are staying ahead with your distribution management software. Even if it's SaaS-based technology, this does not automatically mean the vendor will be doing regular updates to its software (especially if industrial distribution is not their main focus).

4.

Is your distribution management solution scalable and does it offer solutions for other parts of your supply chain such as e-commerce, warehousing, transportation and delivery management?

Distributors are forced to run efficient distribution, e-commerce, warehousing and transportation operations. In order to streamline your technology providers, it's a good idea to find a partner with expertise in not only distribution management, but who can help you solve a myriad of supply chain operating challenges you may face in the years to come. Select technology that gives you the ability to scale and support your business aspirations. The last thing you want to happen is needing to shop around again for a solution to keep up with your growth.

5.

Does your distribution management technology supplier offer a partner ecosystem to further enhance your technology solutions?

A partner ecosystem is built to help you be more profitable and add value to your investment ranging from payment gateway partners, CRM partners and hardware partners. You will want to feel confident knowing your technology partner offers you a trusted ecosystem.



6.

Does your distribution management technology offer business intelligence?

Make sure that you can support your distribution management decisions with business analytics. Data is king. Focusing on a product or business strategy on only gut feelings is just not going to work. With technology, you can gain better insights on your business operations and identify trends.

7.

Does your business management technology offer a multi-tenancy database?

A secure multi-tenancy database can provide added security and increase your cost savings, as well as improve system scalability as you grow. It allows you to optimize performance, utilization and response time and simplifies release management.

8.

Is your distribution technology based on industry expertise?

This is a big one! Does your software provider know how your industry operates? Are they building a tool set specific to your industry with your unique KPIs in mind? Look for a technology provider who knows industrial distribution and can offer expertise in-house.

Time to Start Asking Questions

Research various technology partners online and ask for recommendations from experts in the industry. Tecsys is here to help support your supply chain transformation.

Speak to an industrial distribution expert

