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Powerful Questions to Ask ERP Providers



WebSan

Solutions Inc.

A Publication of WebSan

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WHO IS WEBSAN SOLUTIONS?

Located in the Greater Toronto Area, WebSan Solutions Inc. is a Microsoft Dynamics Certified Partner and IT consulting and solutions provider. As the Largest Hosting Provider for Microsoft Dynamics in Canada, and with over a decade of experience in Enterprise Software solutions, online business and financial accounting software, the experts at WebSan know how to help you transform your business.



As a customer, you're more likely to return or make a repeat purchase when you've experienced first class customer service. It's because of WebSan's high quality customer service standards that they have experienced significant growth over the past few years, and also why they are a winner in this award category.

- Allan O'Dette, President and CEO of the Ontario Chamber of Commerce

Ontario Business Achievement Award Winner for Service Excellence

Read more about us

Business Opportunity Questions

What is our greatest opportunity to improve efficiency and how will your software assist with it?

How will your software help us make better business decisions?

How do I know that Microsoft Dynamics is right for my company?

What's the difference between on premise and hosted?

Security & Risk Questions

How do we ensure users can access only approved areas and functionality within the software?

For any remote access (including cloud based deployments), what security protocols are used to protect data outside of our network?

Does your software easily allow for frequent data back-up?

What is WebSan's service level SLA for uptime?

Do we own all of our data?

Reference & Vendor Checking

Can you provide me access to any community forums for current users of the proposed solution?

How many clients are you currently supporting who are running the proposed software?

Can I talk to an active customer running the proposed solution?

Why should a customer choose to work with your company rather than a competitor offering the same or similar software?

Implementation Questions

How long will implementation take?

What implementation tasks will you handle?

Who will handle our implementation and what are their qualifications?

What happens if implementation runs long?

Training & Support Questions

Who do we call when we have problems and what's their expertise level?

What type of training do you provide your customers?

Is there 24/7 tech support?

What types of support services **are** included in the support plan?

What types of support services **are not** included in the support plan?

Scalability & Future Questions

How do we add users to the system and what costs are involved?

What additional modules for the software are available that we might choose to license in the future?

What about updates to the system? Are there any fees for an upgrade?

What kind of add-ons does WebSan have?

How does your solution improve ability to scale?