

Complete a Scorecard

Rank using a scale from 1-10, one being low, 10 being high.

Ranking Criteria	Vendor A	Vendor B	Vendor C
Understands my business and provides valuable insight			
Meets our defined business needs (from Step 4)			
Vendor's vision for the future aligns with mine			
Ability to grow my business and my profits			
Track record of how their products have improved the last 3-5 years			
Improves our customer's experience (sales and/or service)			
Longevity and stability of the vendor			
Initial training plan complete with options (onsite and remote) to meet my needs			
Live phone support that I can trust and understand			
Field support on demand			
Ongoing embedded enhancement training			
Ongoing account management and solution utilization tracking			
Delivers a complete system			
Can help me reduce or eliminate other costs/vendors			
My team is bought in and supports the vendor			
Gives me a competitive advantage in my market			
Security and protection of my data			
Ease of adoption, tools included to make it simple to use and learn			
Approved vendor integration will be handled securely and correctly by DMS			
TOTALS			



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