# 10-ISH THINGS TO ASK WHEN
EVALUATING ECM SOLUTIONS

OnBase®
by Hyland
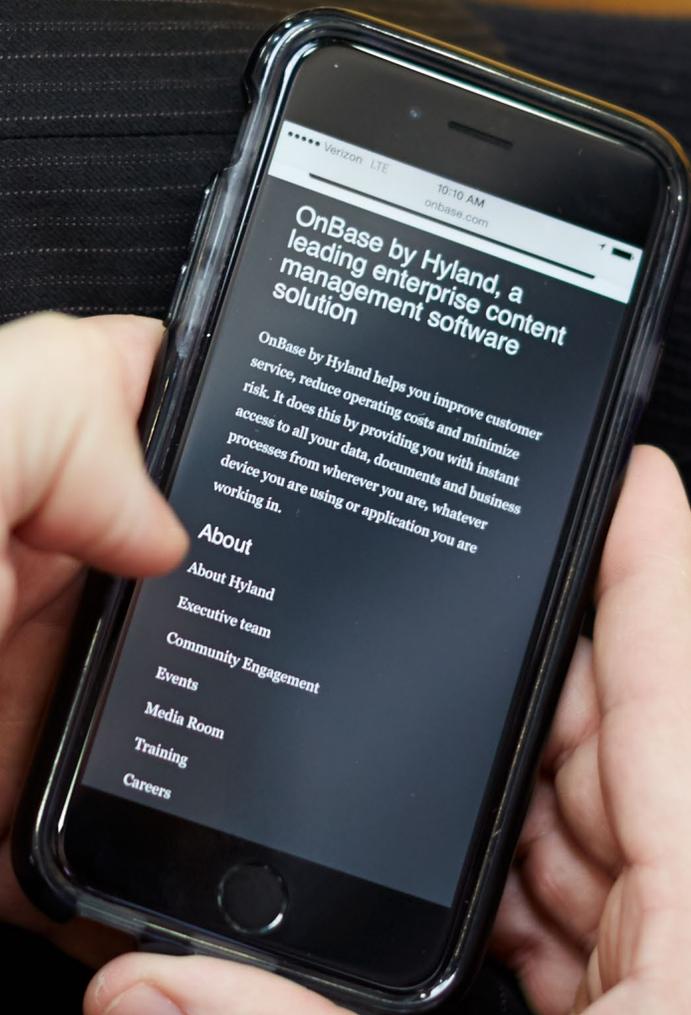
The right enterprise content management (ECM) solution allows your organization to take control of its documents and information. But like any important purchasing decision, you need to do some research first.

Where do you begin? How do you find a solution that will meet your needs now and in the future? Here's a list of questions to ask your potential ECM providers.
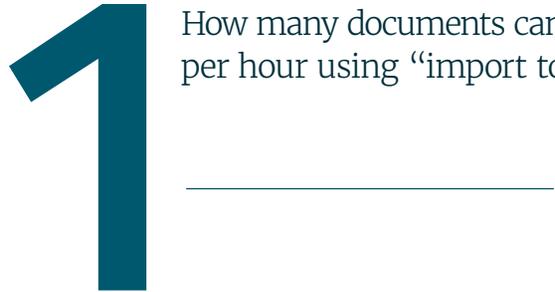
1

How many documents can your solution import per hour using "import tools?"
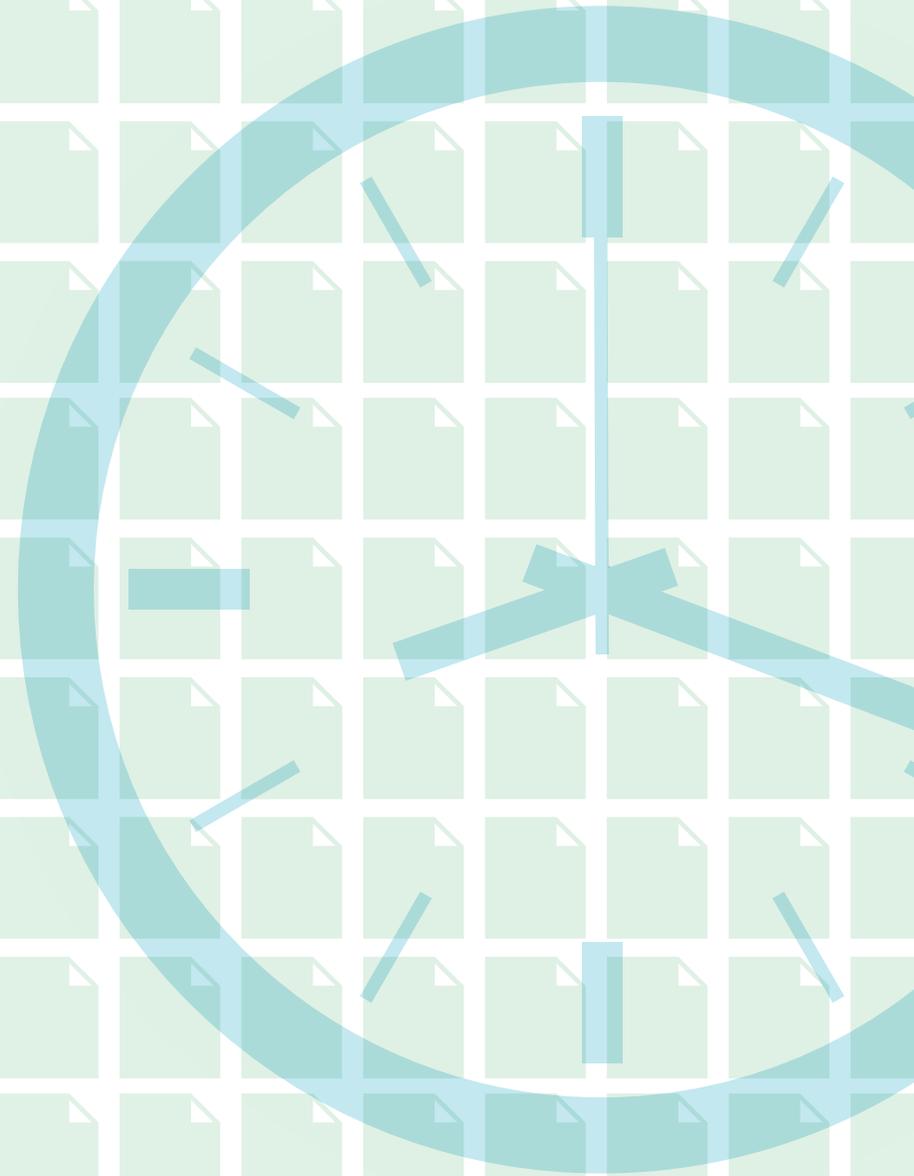
2

Do you convert documents to a propriety format or do users view them in their native formats?

Yes

No

Vendor nervously laughing about native formats.
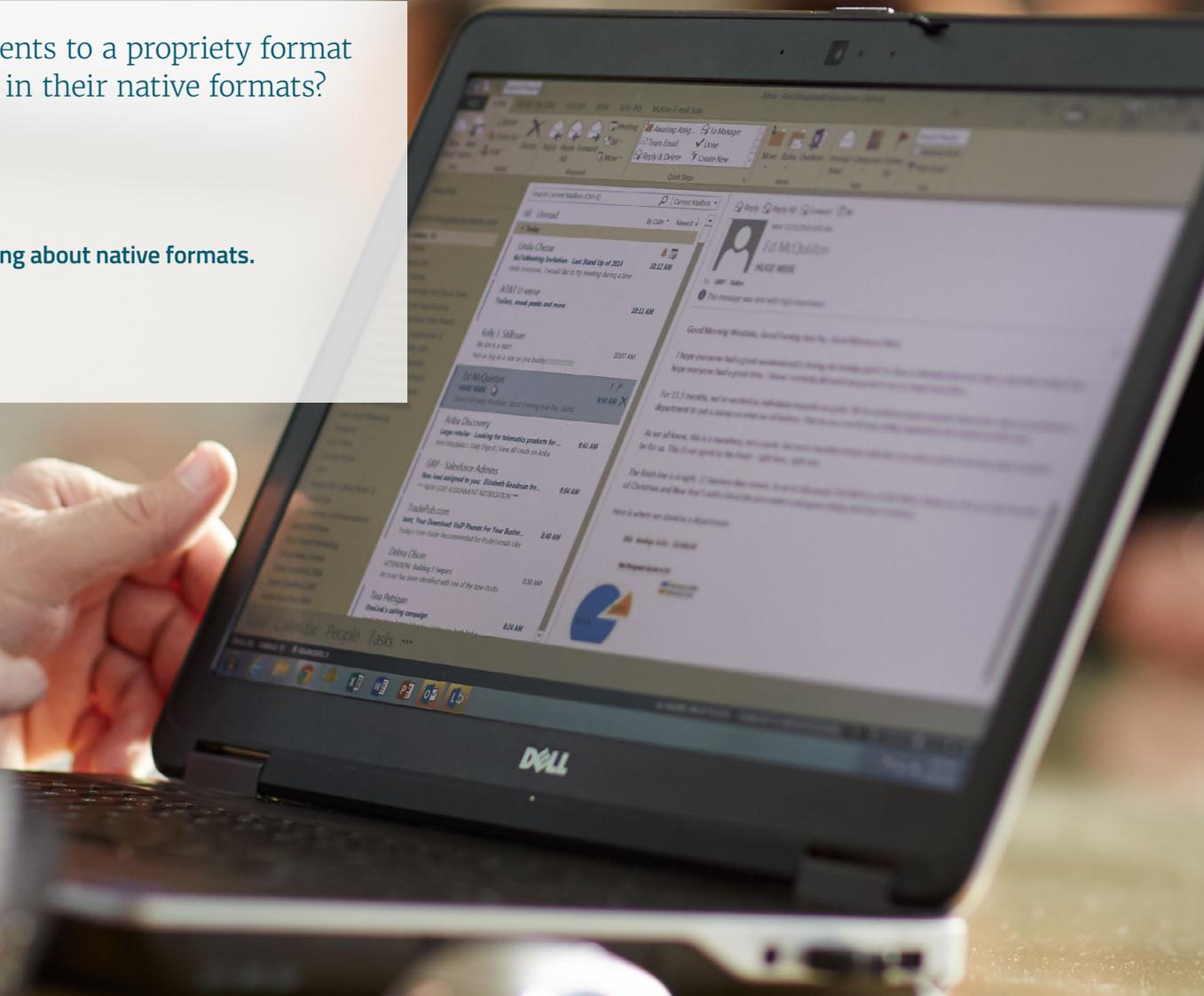
3

How many items can you store in your database?

What is your plan in the event you hit the maximum amount?

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_____

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_____

4

Does your solution allow users to fix a misread in the capture process? Or do they need to navigate to a different area and then go back into capture?

Yes

No

Vendor has no idea.

Does your solution accept those changes globally?

Yes

No

Vendor starting to fidget.

5

How do you implement business rules during the capture process?

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Does your capture workflow logic work in conjunction with your business process automation workflow logic?

Yes

No

Vendor knows what a workflow is, right?

6

How do you integrate with other systems?

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Do you build and support those integrations or do customers manage them?

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7

Can we leverage your ECM solution throughout our enterprise?

Yes

No

More vendor fidgeting.

8

How do I build and design workflows?

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_____

_____

Do I need to write code and use scripting?

Yes

No

Vendor is sweating.

If so, how much?

_____

_____

_____

Are there any out-of-the-box, point-and-click workflow configurations available?

Yes

No

Vendor is crying.

9

How do you perform upgrades?

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10

How frequently do you release new/upgraded software?

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Armed with the answers to these important questions, you're better informed to make your vendor selection.

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