

ARCHITECTURE

- + Is your desired architecture supported (cloud or on-premise)? If you are undecided, are both offered?
- + If you need to transition architectures in the future, will the vendor support that option?
- + If an on-premise solution is desired, what hardware is required? Consider client, server, database, web server, reporting, redundancy, etc.
 - Who will own the hardware? Does the vendor sell or license the hardware?
 - Can the vendor define hardware specifications?
- + If a cloud-based architecture is selected, what is the architecture?
 - Does it meet your operational security needs? Redundancy needs? Scalability needs?
 - Where is the software hosted? Can you audit the cloud data center?
 - Does it meet GDPR compliance?
- + What additional/dependent software is required (i.e. database license, web service, Microsoft components)?

SYSTEM FEATURES

- + What features are available today?
- + What features are planned for the future?
- + How well does the software meet each requirement? Is it met with native features? Does it require configuration? Customization?
- + What are the integration capabilities? With additional compliance processes? With external systems?
- + What security features are built into the system?
- + How does the system manage permissions?
- + Does the system provide a compliant audit trail?
- + Does the software offer an open, public API at no additional cost?

CONFIGURATION

- + How configurable is the system “out of the box”?
- + Who is allowed to make configuration changes? Vendor only?
- + Are changes made by way of customization, configuration, or both?
- + What skills are needed to work with the system?
- + Where are changes made? At the customer location or a vendor site?
- + Do you have to adapt your processes to fit the system, or can the system align/adjust to meet your needs?

VENDOR

- + What is the vendor’s reputation? Experience with compliance systems in the industry?
- + Where is the vendor located? Are they US-based?
- + What are the vendor’s support and services models and options?
- + Does the vendor have a proven implementation methodology?
- + Can the vendor provide references?
- + Can the vendor provide a proof of concept?
- + Is training offered? What methods are used? Online? At your location? At the vendor’s location?
- + What is the vendor’s upgrade and release process? How frequent is it?

PRICING

- + How is cost/pricing done? Pay by feature? All-in-one?
- + What are the initial start-up and implementation costs? Long-term costs?
- + What is the licensing model?
- + What are the maintenance costs?
- + What are the support costs for your total user base (total/concurrent)?
- + What are the training costs?