



SOFTWARE IMPLEMENTATION PARTNER INTERVIEW GUIDE

ABOUT THIS GUIDE

Choosing the right SI partner is essential to successful execution. This interview guide will ensure that you get to know your potential SI partner's capabilities.

SI Partner Interview

Complete questionnaire and guide

Experience and Expertise

How long have you been in the software implementation business?

Can you provide examples of similar projects you have successfully completed?

Do you have experience working with organizations in our industry or with similar requirements?

Team and Resources

Who will be the key members of the implementation team, and what are their roles and experience?

How many projects are your team members currently handling, and will they be dedicated to our project?

Do you have the necessary resources, infrastructure, and technology to support our implementation?

SI Partner Interview

Methodology and Approach

What implementation methodology or approach do you follow?

How do you ensure effective project management, communication, and collaboration?

What is your process for requirement gathering, design, development, testing, and deployment?

Integration and Customization

Have you integrated similar software solutions with other systems or platforms we use?

How do you handle customization requirements and ensure they align with our business needs?

Can you provide examples of any customizations you have done for previous clients?

SI Partner Interview

Support and Maintenance

What kind of support and maintenance services do you provide post-implementation?

What is your average response time for addressing support requests or resolving issues?

Do you offer any service-level agreements (SLAs) or guarantees for the performance and reliability of the implemented software?

Integration and Customization

Can you provide references from previous clients with similar project scopes?

Can we speak with some of your past clients to get their feedback on working with your team?

Are there any case studies or success stories related to your software implementation projects?
