



# SI PARTNER REFERENCE CALL INTERVIEW GUIDE



## **ABOUT THIS GUIDE**

Choosing the right SI partner is essential to successful execution. This interview guide will ensure that you get keen insights out of reference calls with their previous clients.

# Reference Call Interview

## Complete questionnaire and guide

When conducting a reference check for a potential software implementation partner, it's essential to ask insightful questions to gain a comprehensive understanding of their capabilities, reliability, and overall performance. Here are 10 questions to consider:

Can you provide an overview of the software implementation project the vendor worked on for your organization?

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How well did the vendor understand your organization's specific needs and requirements?

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What challenges or obstacles did you encounter during the implementation, and how did the vendor handle them?

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How would you describe the vendor's communication throughout the implementation process?

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Did the vendor adhere to the agreed-upon timelines and deliverables? If not, how were delays addressed?

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# Reference Call Interview

## Complete questionnaire and guide

What was the level of collaboration and cooperation between your team and the vendor during the implementation?

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How would you rate the quality of the delivered software and its alignment with your expectations?

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Can you speak to the level of post-implementation support provided by the vendor? How responsive were they to ongoing issues or maintenance needs?

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Were there any unexpected costs or budgetary concerns during the implementation? How were they handled?

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Would you recommend this software implementation partner to other organizations? Why or why not?

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