

Questionnaire: Are You a Fit for Third-Party Support?

Evaluate Your Situation

Place a check mark (✓) in the right-hand column below for each reason that moving to third-party support makes sense for your organization.

Key Reasons For Choosing Third-Party Support	Explanatory Notes	Check If This Applies To You
You want to reduce costs.	<ul style="list-style-type: none"> You want to cut operational costs and make more funds available to meet tighter IT budgets and/or retain current headcount. You need to free up funds to invest in strategic IT projects. 	<input type="checkbox"/>
You want to better align cost with value.	<ul style="list-style-type: none"> You believe your software maintenance and support fees are high for the level of support you are actually receiving from the vendor. You don't use vendor support enough to make it worth the high cost (for example, you might call the vendor for help only a few times per year). 	<input type="checkbox"/>
Your software application is stable and mature.	<ul style="list-style-type: none"> Your enterprise software's high level of availability and reliability is meeting your business and operational needs. As long as your issues are fixed and you get timely tax, legal, and regulatory updates to remain compliant, your application will do the job for many years. 	<input type="checkbox"/>
Your application is customized.	<ul style="list-style-type: none"> You've invested in customizing your applications to meet your unique needs, but these customizations may be lost in an upgrade. You need support and fixes for your customizations that your vendor does not provide. 	<input type="checkbox"/>
You want more responsive, personalized service.	<ul style="list-style-type: none"> You want faster response defined in SLAs and direct access to senior engineers who already know your environment; and you want your specific issues addressed, rather than a bundled, "one-pack-fits-all" approach to application patches. You spend too much support time with lower-level technicians, sometimes outside your working hours. You would prefer a full service, personalized support experience instead of a "self-service" model through a web support portal. You want quick resolution to critical issues, without the need to upgrade or apply bundles of hundreds of fixes to get the one fix you need. 	<input type="checkbox"/>
You don't want to be forced to upgrade.	<ul style="list-style-type: none"> You plan on staying on your current application release for an extended period of time because you are satisfied with its functionality and believe there is little value in upgrading. In fact, many organizations are using as little as 20 percent of the functionality they have purchased from the vendor. You may want to upgrade to the new releases available, but at your own pace, along a timeline of your own choosing. You are not a "bleeding-edge" adopter of new technology for technology's sake. 	<input type="checkbox"/>

Key Reasons For Choosing Third-Party Support	Explanatory Notes	Check If This Applies To You
<p>You don't want to fund R&D for the vendor's next generation of software that you may never use.</p>	<ul style="list-style-type: none"> • While you may be interested in your vendor's technology road map, you are not exclusively committed to it, and do not believe your maintenance fees should be used to fund it. • You are uncertain whether your vendor's future platform will meet your needs or is worth the investment. • Rather than rush into the latest leading-edge technologies, you wish to wait for future software platforms—from multiple vendors, not just your current one—to become stable and proven. 	<input type="checkbox"/>
<p>You want to avoid vendor-imposed "penalty fees."</p>	<ul style="list-style-type: none"> • You are nearing the end of the "standard" phase of your vendor-provided support policy and are faced with a vendor price increase for "extended" support. 	<input type="checkbox"/>
<p>You need responsive support for tax, legal and regulatory updates.</p>	<ul style="list-style-type: none"> • You need help keeping up with ever-changing regulations, standards, and legislation for taxes, accounting, reporting, and compliance. • Your vendor delivers your critical updates bundled together with hundreds or thousands of additional updates you don't need; this costs you unnecessary time and money. • Your vendor does not deliver the updates fast enough. 	<input type="checkbox"/>

Interpreting Your Results

The more check marks, the more formidable business case you can build—and champion within your organization—for making the switch to third-party support.