WebbRes

How To Choose The Right Dealer Management System For You

Start by Asking the Right Questions

When it comes to finding the right trailer rentals, sales, or service software for your business, one thing is certain: you have questions. This checklist includes questions to consider when choosing the right technology to manage your trailer rentals, sales, or services business.

Before you sign (or re-sign) a contract with any potential software partner, evaluate them using the following questions:

Software Structure and Functionality:

- ☐ Is the software built on modern, cloud-based technology?
- ☐ How often is the software updated and upgraded?
- ☐ Does the software provider offer security benefits, automatic backups, and options to protect our data?

Integration Capability:

- ☐ What is involved in the integration setup?
- ☐ Are there additional integration fees or charges for using a different brand's solution?
- ☐ Is there a discount for using certain vendors? Is there a fee either way?

Data Access and Fees:

- ☐ Are there additional fees or charges to access our existing data?

User Workflows:

- ☐ Will our business be charged for additional licenses and users?
- ☐ Does the software have the ability to use modern customer preferences like digital documents and electronic signing?
- ☐ Is the software accessible from multiple browsers?
- ☐ Does this software support our reporting needs as a business?
- ☐ Does the software vendor safely and securely handle all of our customer and employee PII data?

How To Choose The Right Dealer Management System For You

Value:

☐ Can this software align our workflows and processes to increase profitability in a real, measurable way?

☐ Can this solution scale and grow with our business?

☐ Is it easy and straightforward to add additional locations?

☐ Can partnering with this software provider help our business reach our goals with key performance management strategies?

Setup and Implementation:

☐ Does this solution follow a proven process for integrating new software?

☐ What project management tools and training options will help ease a technology transition?

Training and Support:

☐ What is this solution's training, support, and change management philosophy?

☐ Does it match the values and expectations of our business?

☐ Does their partnership include ongoing training beyond the initial installation?

☐ Is there a fee for additional licenses, new hires, and role changes to access training?

☐ If our team needs help, is access to support convenient and available?