



Things To Consider When Selecting New Software

Gone are the days of investing in technology only for cost-saving returns. Adopting new software is pivotal for modernizing your business, enhancing operations, and outpacing your competitors. But, selecting the wrong software can be a costly and disruptive mistake - wasting your organization's valuable time, effort, and money. This checklist can guide you through the software selection process to make the best decision for your business and maximize your investment.

SOFTWARE ADOPTION CHECKLIST

✓ Define and document your business needs and expectations

Understanding your business's current state is critical to adoption success. Begin by looking inward at your needs and requirements. Create a list of the "must-have" and "nice-to-have" features to help outline your requirements. Then, consider your business objectives, pain points, users, and strategy to determine the right set of features for your business.

✓ Examine the specialization and experience of the solution

Selecting a new software provider is like selecting players for a winning dodgeball team. You would be reluctant to add a teammate who has never played the game. Instead, choose a solution backed by experts who understand your business needs and goals. Many providers offer personalized demos that tailor the software's value to your business.

✓ Plan for stakeholder buy-in

Engage stakeholders early during the discovery process to lessen confusion and reduce tension. Be sure to establish clear communication at each stage of the adoption. Taking this proactive approach will incentivize teams to remain positive toward new process changes, in turn preventing workflow disruptions and inefficiencies.

✓ Identify future growth opportunities and risks

Don't just buy software for your business today. Analyze your future growth to ensure you will receive optimal value as your business progresses. Ask questions about how the software will adapt as your needs change. Determine if the software has the functionality and robust customer support to handle an increase in users, data, or transactions as you grow.

✓ Research industry and operational compatibility

Get an insider's perspective by consulting other customers in your industry. Ask about their specific experiences, including the implementation process, customer service, and product quality. Sourcing industry-specific reviews will yield the most comparable feedback to verify the solution's claims.

✓ Assess training and support capabilities

Training is the difference between success and failure in the software adoption process. Start by identifying employees with critical skill gaps. Then, prioritize solutions that offer ongoing training opportunities and accessible support. Consider the expertise, efficiency, and responsiveness of the solution to assist your teams and bridge the gap. Doing so will result in a confidently trained team that will maximize adoption success.

✓ Document, Share, and Repeat

To improve productivity and adoption success, consider implementing a standardized process to maximize technology investments and mitigate risk. Using a solution like Grace Hill's Policies can ensure you have easily accessible documentation for employees, enabling them to select the best choice for your business every time.



Don't waste critical time and money selecting the wrong software for your business. Grace Hill can help you get it right the first time with a trusted partner in real estate technology. Gain industry-leading policy, training, and assessment solutions designed to help you adapt and reach your goals.

Get started today.

Contact us for a demo!

