

How Do You Select a 3PSS



Selecting a 3PSS Provider

Many organizations follow a similar decision process: They assess their support and application needs, find and evaluate potential 3PSS providers, and finally select.

When you first start contacting 3PSS providers, you'll need to have some relevant information about your organization's software handy. To prepare, it may help to consult with your IT team or multi-departmental committee

Common Questions to Ask Your Organization About Third-Party Support

- Which products are we paying to support, what are the associated costs, and how will those costs change in the next year?
- Are we logging service requests for a specific product or all our product suites?
- What are our support call volumes, and are we logging enough service requests to justify our current support spend?
- How many products do we own licenses and pay support for that were never deployed or are no longer used?
- Is an update release planned for our current software on the product roadmap? Which is the current version being run, and are there any versions that have been released but aren't yet installed?
- What's our five-year strategy? Do we want to remain on our current application versions, migrate to an entirely new application, migrate to the cloud, or adopt a hybrid model?
- What is our business justification for investing in a new release or cloud solution? Are our applications still working efficiently?

Common Questions to Ask Third-Party Support Vendors

Comparing 3PSS providers will be much easier when you have them answer a prepared list of relevant questions. Here are a few good ones to include:



What's your average response time, and what's your escalation process?



Do you provide extended services if we have additional projects or application needs beyond the standard support contract?



What type of security and vulnerability protection do you offer?



Is your company the subject of any legal litigation?



What are your typical contractual terms and conditions? Are they flexible in case our business conditions change?



Can we access your financial statements to validate revenue, balance sheet health, etc.?

As a first step, collecting information from the websites of whichever 3PSS providers you're considering is always helpful. If you're a Gartner client, you also have access to additional relevant content and to analysts who follow the specific industry.

