

Assessing Mentoring Software Checklist

Whether starting a mentoring program, or moving from Excel or another software supplier, it's important to carefully assess the company you move forward with to ensure a long and successful partnership.

A list of items to consider:

- Objectives** - do they understand the business objectives of your mentoring program/s?
- Security and IT infrastructure** - how robust are their security protocols and compliance?
- Features list** - do they have the features you need?
- Customization** - do they offer a 'one size fits all' product or are they able to customize features based on your own specific needs
- Competitive rates** - do they offer first year all in pricing? What are the on-going monthly costs? Do they charge per user or for a number of active users?
- Case studies** - do they have case studies you can read?
- References** - can they supply references if required?
- Age of company** - how long have they been in business? Are they well established?
- Service levels** - are they able to perform services in a timely and efficient manner?
- Demo site** - do they have a functional demo site to test?
- Connect with other software** - are they able to connect via API's to other software you utilise if required, and how much does this cost, if extra?

