

## **Top 10 : When Choosing An Integrator**

1. **Does the System Integrator understand your main objective?** Successful projects are ones that either save the client money or make them money. Make sure the integrator is listening to what you are asking and not just going through a routine sales pitch. The key question for you is, does the potential company you are about to hire understand your main objective, and potential budget?
2. **What does the company have to offer you?** Sometimes you need to ask what the company you are looking at can bring to the table. Advance equipment replacement? Onsite repair facility? Is the company bonded and insured? Sometimes questions like this are the ones most often looked past.
3. **Did they invite you to a demo or to see their offices?** Did you visit them? Does the potential company offer demonstrations? Do they offer a showroom with functional equipment on display? Are you able to try the product before you buy? Expect to see the technology they are selling you in use.
4. **Test their support. Phone it.** Can they offer you support when needed. (evenings/weekends) Do they have access to all available firmware and software upgrades you may need down the road? What kind of training is offered to new system users?
5. **Pre-Sales, these are the guys and girls who will design the solution.** Pre-Sales people usually come in two types, those who are walking encyclopedias and are not present for the actual installation and those that can solve problems on the fly. You want the latter – if any complication occur, you need to know the designer/installer can get the job done.
6. **Bigger is not always better...** Many clients have come to us after working with a "global brand" or "global company" simply because when it comes to the crunch – the large company didn't care enough when the client ran into issues. Make sure your Integrator– cares. Will they answer your call if the project runs into difficulties?
7. **Meet the delivery team.** Absolutely no one ever asks us to meet the guys who will be installing the solution until after the deal is signed. I've offered countless times and I'm always amazed when it's not a priority. The project manager and installation engineers are after all the guys who will ultimately be responsible for the success (or not of the project).
8. **Do they use contractors or subcontract out?** Is a company principle involved in the project? In most cases someone with a vested interest in the company will do whatever it takes to get the job done on time, on budget, and to detail. Other times a company will just subcontract the complete project to another company.
9. **Age before beauty.** Everybody wants to choose a business that will stand behind their work. Companies that have been around for a while have a better chance of being there when you need them.
10. **How's the chemistry?** Personal chemistry between both parties is extremely important, chemistry is what gives each party the confidence that the project is going to succeed. A lack of personal chemistry usually results in less-than-desirable outcome.