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# Distribution Management Software

*Top 10 Tips - Find the Right Solution*



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## Top 10 Tips - Find the Right Solution

The task of choosing the right distribution management software solution can be daunting. The right software should improve your communications, increase your customer service, and directly impact your bottom line. While the wrong software can lower efficiency, hinder profitability, and may have you repeating this process in the future. We've put together a list of the top 10 tips to aid in your search.

### Top 10 Tips to Choosing a Distribution Management Software:

1. **Identify Your Company's Needs** – Start by making a list of what you expect and need from a new system. Speak with other employees who will be using the various components and get their input. Retain and modify this list throughout the selection process.
2. **Build a List of Candidates** – Contact companies similar to yours in size and areas of specialization. Get their input on the system they use as well as others they may have looked at. Ask about both the quality of the software and the service they receive. Further investigate candidates online to gain a high level overview of their functions and features.
3. **Watch a Demonstration Either Online or On-Site** – Supply each candidate with your list of needs and requirements. Each demonstration should address the items on your list, in addition to the systems other features and strengths.
4. **Is the Software Flexible?** – Can customizations/changes be made. If your company requires customizations, how are those changes kept up in future upgrade releases?
5. **Is the Software Scalable?** – Does the software have the ability to grow with your company? Can it handle one location as well as 10-20 branches?

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6. **Understand the Conversion Process** – Ask each vendor to explain their approach to the conversion process, during which your data will be switched over to the new system. Will they be able to convert your historical data? What is the anticipated learning curve and downtime? How long is the conversion process start to finish?
7. **Understand the Support Offered** – Get a clear explanation of what support is offered and any related additional costs. These costs may include data conversion, training, system hardware, software implementation, and future software upgrades. Be wary of open-ended, hourly charges. Demand flat fee proposals instead.
8. **Contact Referrals** – Follow-up on each company's list of referrals. Ask specific questions regarding the strengths and weaknesses of the vendor's system in real world day-to-day operations. You should also find out what their experience with the conversion process and support needs have been.
9. **Who Will You Be Dealing With?** – Remember, people are the most critical component of any software system. Are you comfortable and confident with the people you'll be dealing with? Do they seem knowledgeable about your industry and specific needs? Do they answer the phone when you have questions and what is their average response time?
10. **What Are Your Long-Term Costs?** – Determine what ongoing monthly and quarterly fees you are facing. What are their upgrade charges and how often are these released? What are their support fees? Determine the total cost of ownership including all expected expenses before making your decision.

While the task of choosing the right distribution management software solution can seem overwhelming, following these tips will help in managing your decision.

DDI System has been earning rave reviews from distributors across the country. Call 877-599-4334, email [sales@ddisys.com](mailto:sales@ddisys.com) or visit [ddisys.com](http://ddisys.com) to learn more!



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