



10 Questions for Choosing an Omnichannel Partner

Once you've decided on a system that will allow you to execute on your omnichannel strategy, you need to select a partner to work with. Use this checklist to determine if you found the right technology partner, so you can deploy your omnichannel solution confidently.

Answer YES or NO to the following:

	YES	NO
<p>1. Credentials Do they have expertise, credentials, and certifications in your chosen software solution(s) and the supporting technologies required to integrate the software?</p>		
<p>2. Reputation Do they have a trustworthy and high-ranking reputation as identified via references, awards, and third-party organizations like Glassdoor, G2, and the user community?</p>		
<p>3. Expertise Do they have expertise in the retail industry?</p>		
<p>4. Methodology Do they have a strong skillset in best practices and implementation methodology of omnichannel solutions?</p>		
<p>5. Partnership Can they help you meet your short and long-term goals through a trusted relationship?</p>		
<p>6. Responsiveness Are they responsive, timely, and thorough in addressing your needs and concerns?</p>		
<p>7. Project Planning Are their costs, timelines, and capabilities clear?</p>		
<p>8. Clear Expectations Do they provide a clear understanding of your responsibilities and their own through SOWs, project plans, and documentation?</p>		
<p>9. Dedication Are they committed to serving the software and technology stack that you've chosen for the long run?</p>		
<p>10. Training and Support Do they provide the ongoing support and training that your team will need?</p>		

Concerned your chosen partner doesn't check all these boxes?

Talk to ArcherPoint today to learn how we've helped retailers like you deploy Microsoft omnichannel solutions with success.