



PRINT SOFTWARE CLIENT REFERENCE SCORECARD

Selecting the right software partner can mean the difference between project success and project failure. The purpose of this scorecard is to ensure that you have taken the necessary time to properly vet your future technology partner. With these questions, you can methodically measure a specific client's experience working with a partner, and then compare it to references provided by other potential partners.

How it works:

1. During your meeting with a client reference provided by the partner, ask the following 10 questions and fill in their response. To make it easier, we have provided responses to choose from and their associated weights.
2. Calculate the Response Total by Weight Total and enter it in the Score column. For example, if you answered "1-3 years" in question 1, your Score Total is 5 (response) X 1 (weight) = 5.
3. Add up your Total Score and compare it with other client references during partner selection. The higher the score, the better the relationship.

SCORECARD



Partner Name: _____

Client Name: _____

REFERENCE QUESTIONS		RESPONSE		WEIGHT	SCORE
1	How long have you been working with this particular partner?	<i>>3yrs</i> =10 <i>1 – 3yrs</i> = 5 <i>>1yr</i> = 1		1	
2	Have they kept their commitments?	<i>Yes</i> =10 <i>No</i> = 1		3	
3	What are the project managers, consultants, and technical support people like to deal with?	<i>Excellent</i> =10 <i>Good</i> = 5 <i>Below Average</i> = 1		3	
4	What are their other departments like to deal with?	<i>Excellent</i> =10 <i>Good</i> = 5 <i>Below Average</i> = 1		1	
5	Did the partner deliver the project on time as per the project plan agreed to in advance?	<i>Yes</i> =10 <i>No</i> = 2		3	
6	Did they deliver the project on a fixed price contract or completed exactly on budget?	<i>Yes</i> =10 <i>No</i> = 2		3	
7	Did you get all of the functionality you were promised?	<i>Yes</i> =10 <i>No</i> = 2		3	
8	Did the partner show up on time to perform the contracted services?	<i>Yes</i> =10 <i>No</i> = 2		2	
9	How quickly and professionally has the partner addressed any project and technical support challenges?	<i>>4 hours</i> =10 <i>4 – 8 hours</i> = 8 <i>< 8 hours</i> = 1		3	
10	How satisfied are you with the partner’s overall performance?	<i>Very</i> =10 <i>Average</i> = 5 <i>Not very</i> = 1		2	
				TOTAL SCORE	