



TOP 5 QUESTIONS TO ASK WHEN SELECTING A REMOTE EXPERT SOLUTION.

There are different vendors out there with remote expert solutions. Not all of the technologies are built the same way, and not all of them will be the right fit for you. Ask vendors these five questions to help you make an informed decision before deciding on which solution to use.

It is important to think about who you will need in your organization for a successful deployment. This includes the IT team, full Executive sponsorship, and the business team who will benefit from this solution.

You can use this worksheet to help formulate a plan when assessing vendors.

1. MOVING BEYOND PILOT – WILL INFORMATION TECHNOLOGY (IT) LET ME DEPLOY?

In many organizations, IT is a critical player in adopting new technology. Working with a vendor that has extensive IT experience will help push the project forward.

Questions IT could ask:

- Can we control behavior on our network and limit data consumption?
- Can we deploy without extensive firewall changes?
- Write your own questions:

2. WILL TOP MANAGEMENT (CEO, CFO, CIO, ETC.) SUPPORT A DEPLOYMENT AT SCALE?

Deployment of a remote expert solution must align with top management priorities and deliver on the business case.

Questions top management could ask:

- Does the license model support large-scale deployments and track usage?
- Can we avoid new hardware investments?
- Write your own questions:

3. DOES MY VENDOR PROVIDE A COMPREHENSIVE TRAINING PROGRAM FOR A SUCCESSFUL ADOPTION?

Successful deployment and adoption is critical to achieve outcomes including higher asset uptime, faster issue resolution, and increased customer satisfaction.

Questions to ask my vendor:

- Do you have a structured training, deployment and adoption program?
- Do you have self-guided training materials online?
- Write your own questions:
