M. Pact Advisory Services
FROM INSIGHTS TO IMPACT. FAST.

Before you become the proof of concept.

Seven questions to ask any technology vendor before you sign. The pattern across vendor evaluations is consistent: much of what is sold as proven is still being proven, on the buyer. Ask better questions first.

A WORKING TOOL. USE IT, KEEP IT, SHARE IT.

01

How many production deployments do you have at our scale?

Pilots prove interest. Production at your scale proves the product.

02

Which reference customers are in our industry, and can we speak to one?

A reference in your industry tells you what actually breaks in businesses like yours.

03

What failed in your last release, and how did customers find out?

Every product fails somewhere. The answer tells you how you will be treated when it does.

04

When the model is wrong, who bears the cost?

Error rates are quoted in percentages. Errors arrive as your invoices, your filings, your customers.

05

What happens to our data, prompts, saved memory, learned preferences, configurations, and workflows if we leave?

Exit terms are negotiated at signing or dictated at departure. There is no third option.

06

Which parts of the product are proven, and which are still being proven?

You are buying what works today, not the roadmap.

07

What should we not use this product for yet?

A vendor with no answer either has not looked or will not tell you. Either way, now you know.

AFTER THE ANSWERS

What to do with the answers

Score nothing. Rank nothing. Read the pattern.

A vendor who answers all seven directly is a partner you can manage. A vendor who answers five and deflects two is telling you where the risk lives. A vendor who treats the questions as hostile has answered all of them at once.

Take what you learn into the build, buy, or blend decision with your eyes open, and remember the sequence: optimize what you have, then decide what to transform.
