

Buyer checklist: questions to ask any vendor

Ask every vendor on your shortlist the same questions, including us. Tick each one once you have a clear answer in writing.

Company

- ☐ What is the registered company name and company ID? (Check it in the official register.)
- ☐ How long have you been selling this product, and to how many customers?
- ☐ Can we speak to a customer of a similar size?

Privacy

- ☐ Can anyone at our organization see an individual's answers or score?
- ☐ What is the smallest group a manager can see?
- ☐ Where is data hosted, and who processes it?

Security

- ☐ Which certifications do you hold today, with report dates?
- ☐ Which are in progress, and when are they expected?
- ☐ Will you sign our data processing agreement?

Product

- ☐ What exactly does the survey ask, and what research is it based on?
- ☐ What does a manager do the Monday after seeing results?
- ☐ What does each employee get back?

Price

- ☐ Is the price per invited employee or per respondent?
- ☐ Which languages are included, and which screens are translated?
- ☐ What does setup include at our size?
- ☐ What happens to the price at renewal?
- ☐ What is excluded from the contract?