

# THE ONLY CHECKLIST YOU NEED WHEN SELECTING A SACCO TECH VENDOR.

## EXPERIENCE

- Experience working in the SACCO sector
- Worked with SACCOs like yours in terms of size and operations.

## WORK DONE

- Handled projects similar to yours.
- What SACCOs say about their work.
- What are the results of their work?

## PRODUCT PORTFOLIO

- Are their products scalable?
- Do they have a full range of products required by SACCOs?
- Are the products relevant to your needs?

## SYSTEM CUSTOMIZATION

- Can the system be customized to meet your needs?
- Are there SACCOs like yours where the vendor has customized the system to meet their needs?

## INNOVATION

- Are there unique and relevant solutions offered by the vendor?
- Has the vendor been innovative to solve new challenges in the SACCO sector?

## CYBERSECURITY

- Do they work with cybersecurity experts?
- Are there measures put in place to secure the system?
- Does the vendor have a Business Continuity Plan and Disaster Recovery in case of an incident?

## IMPLEMENTATION PROCESS

- Do they have a clear implementation process?
- How long does the process take?
- Is there a work plan highlighting the roles of both parties?
- Are there alternative options in case one process fails?

## INTEGRATIONS

- Can the system be integrated with 3rd party systems?
- Are there security measures to ensure secure integrations?
- Costs associated with system integration.

## SUPPORT

- Is there a fully-fledged department dedicated to offering support?
- What are other SACCOs saying about the vendors support?
- Are the products relevant to your needs?