

HOW TO MEASURE THE PERFORMANCE OF IT VENDOR



SLAs

Have you defined clear service level agreements (SLAs) for key metrics such as resolution time or defect rates?



QUALITY OF SERVICE

Do you conduct audits to evaluate the effectiveness of the vendor's solutions?



SATISFACTION SURVEYS

How satisfied are your end-users with the vendor? Gather feedback to identify areas for improvement.



PERFORMANCE METRICS

How do they compare to competitors? Track performance metrics to assess vendor performance.



COST-EFFECTIVENESS

Are you gaining value for money? Consider factors like ROI and the overall cost and compare these with other suppliers.



TIMELY RESPONSES

Do they respond to inquiries, requests and issues swiftly to avoid disruptions?



COMPLIANCE & SECURITY

Do they comply with relevant regulations and industry standards? Is their security protecting data and systems?



INNOVATION & ADAPTABILITY

Can they adapt to changing technologies? Do they align with your future business needs?



VENDOR RELATIONSHIP

Do you have a strong, positive vendor relationship? Assess communication, collaboration and trust.