Business Solutions Configuration Worksheet

Feel free to use and customize the following tables to document your past vendor experiences.

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| Gripe Time: What did you dislike about past vendors? Take a few moments to jot down everything you disliked about your former business technology vendor. |
| *Type answers and notes here.* |

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| Shine Time: What did you like about past vendors? Jot down all of the times you wanted to take to a review site, not to bash a business solutions vendor, but to sing their praises. |
| *Type answers and notes here.* |

## Additional Help Determining Your Preferences

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| Pricing What were the positives and negatives of past vendor pricing structures? |
| *Type answers and notes here.* |

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| Service & Support Compare your best experiences with service and support with your worst to determine where you’re willing to pay more or less and for what. |
| *Type answers and notes here.* |

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| Fine Print To what levels of agreement transparency would you prefer? How much fine print is too much for your organization? |
| *Type answers and notes here.* |

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| Summarizing: Bringing Your Concerns to the Table Take an objective look at your past relationships with vendors and use them to tell any new business solutions company what it will take to earn and maintain your business. |
| *Type answers and notes here.* |