Things To Consider When Evaluating Case Management Systems

Every agency deserves software that is easy to use, functional, intuitive, and responsive, as well as a vendor that stands behind its promises. The process of researching and selecting a software vendor can be difficult and time- consuming but choosing the right vendor to provide software that fits your needs will make the effort worthwhile. Use the questions below to help you gather information, evaluate vendors, and make the right choice.

1. Karpel Solutions   2._____   3._____

Company Background | What you should know about a software vendor

	Karpel	Vendor 2	Vendor 3
How many years has the vendor been in business?	23+		
How many customers does the vendor have?	Over 650		
How many users does the vendor have?	16,000+		
How many references can the vendor provide?	650+		
How often does a new update become available?	6 Months		
Can you take advantage of enhancements other customers have requested?	YES		
Has the vendor's software been acquired from buyouts or mergers?	NO		
How many employees does the vendor have?	Over 80		
What percentage of employees are devoted to development and support?	85%		
Does the vendor aggressively support data sharing?	YES		
Does the company meet strict CJIS compliance requirements?	YES		
Is the company involved in litigation with current/former customers?	NO		

References | What you should ask agencies about their current vendor

	Karpel	Vendor 2	Vendor 3
Was the project implemented in the timeframe the vendor promised?			
Was the project within the budget the vendor quoted at the time of signing?			
Were extra expenses discovered after contracts were signed?			
Did the agency receive all the functionality that was originally expected?			
When the agency calls support, what is the vendor's average response time?			
What is the average system uptime and availability?			
Do upgrades/enhancements require new installations on every PC?			
Is 100 percent of system support provided by the vendor or do they use a third party?			
Does the agency know of other sites using the same system?			
How long have you been using their software?			
Was contracting difficult? How long did it take?			

Pricing | What you should know about a software investment

	Karpel	Vendor 2	Vendor 3
How many user licenses did the vendor include in its pricing, and is it enough?			
Do you have an option for a perpetual license?	YES		
If you are doing a data conversion, has the vendor done one of your current system?			
Does pricing include all travel and per diem for the vendor?	YES		
Does pricing indicate what second year support will be?	YES		
Is project management included in the pricing?	YES		
Does pricing include implementation and installation?	YES		
Is pricing fixed, or are there items that can change later?	FIXED		
Are upgrades/updates included with support fees?	YES		
Is on-site training included in pricing?	YES		
Does pricing include additional ongoing training and/or on-site assistance?	YES		
Is document template conversion included in pricing?	YES		
If you decide to part ways with the vendor, how much do they charge for YOUR data?	$1,000		

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Customer Experience | How will the vendor work with you?

Question	Karpel	Vendor 2	Vendor 3
What is the vendor's Technical Support hours?	24x7		
How often are support calls answered by a live human being?	>90%		
How often are support calls resolved in less than 24 hours?	>85%		
How many updates does the vendor provide every year?	2		
How are enhancement requests handled by the vendor?			
Does the vendor host an annual Users' Conference?	YES		
Is the vendor committed to 100% of your data being converted?	YES		
Will the vendor work with your law enforcement and courts for interfaces?	YES		
Do those interfaces have standard, fixed costs?	YES		
Is the vendor open to building integrations with other applications affordably?	YES		
Does the vendor offer you $5MM in liability protection?	YES		
Does the vendor value clients of all sizes, from the very smallest, to the very largest?	YES		
Does the vendor offer a "lite" or limited features/functionality version?	NO		
If the vendor changes technology platforms, will you be charged for data conversion?	NO		

Features & Functionality | What can the software do for you?

Does the software…

Question	Karpel	Vendor 2	Vendor 3
Offer access anywhere, anytime, on any device, with any browser?	YES		
Integrate with Microsoft Outlook/Exchange/Office365 for email and calendaring?	YES		
Integrate with Microsoft Word and save documents as standard Word documents?	YES		
Offer easy drag & drop from Windows and Outlook?	YES		
Offer integrated eDiscovery, with tracking and unlimited use?	YES		
Include integrated scanning, without additional cost?	YES		
Integrate with Westlaw Legal Research?	YES		
OCR and index scanned documents and other files that are in the case for easy search?	YES		
Include hundreds of canned/ad-hoc reports?	YES		
Include Victim Services and automatically create the VOCA PMT?	YES		
Offer a Victim Portal?	YES		
Allow for easy use in the courtroom?	YES		
Include comprehensive financial tracking?	YES		
Include Evidence.com integration at no additional cost?	YES		
Have easy-to-use document management with a familiar Windows-type interface?	YES		
Have the ability to build your charge language automatically?	YES		
Allow you to build complex workflow easily?	YES		
Include two-way texting without any additional fees?	YES		
Have an external portal for users outside of your office?	YES		
Does that portal offer external users the ability to upload files directly to cases?	YES		
Using that portal, can external users easily create their own referrals?	YES		
Allow you to send electronic subpoenas to law enforcement?	YES		

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