

Outsourcing Vendor Evaluation Checklist

Everything you need to determine which Outsourcing Vendor is right for you and your goals

Feature	Vendor A	Vendor B	Vendor C
Certifications (SOC2, PCI, ISO, etc)			
State of the Art Facilities			
24/7 IT Support			
On-site Security			
Power and Internet			
United States Account Management			
Low Employee Turnover Rate			
100% Client Dedication			
Month-to-Month Contract			
100% Customizable			
RPA and AI Capabilities			
Performance Visualization and Reporting			
Scalable and Flexible			
Experienced in your Industry			
Capable of Filling any Required Role			
Transparent Pricing			
Aligned Incentives			
Client Mindset			
High Manager Ratio			
Easy to Communicate With			
Consulting Support Available			
Process Improvement Assistance			
Planned Implementation Methods			

Notes:

Top Questions to ask Your Outsourcing Partner

Here are the top ten questions to ask your outsourcing vendor before and after starting!

- 1** **Is my outsourced team exclusively dedicated to my organization, or are resources shared among multiple clients?**
Understanding team allocation ensures focus and alignment with your company's objectives
- 2** **How do you leverage artificial intelligence and automation in recruiting, training, and upskilling outsourced employees?**
Modern vendors utilize advanced technologies to enhance talent acquisition and development.
- 3** **What key performance indicators and utilization metrics are used to assess my outsourced team's performance?**
Clear metrics provide transparency and facilitate continuous improvement.
- 4** **What is the ratio of support staff, including managers and IT personnel, assigned to my team?**
Adequate support ensures operational efficiency and quick issue resolution.
- 5** **Can you detail the contract terms, including service level agreements, renewal processes, and provisions for scaling or adjustments as our needs evolve?**
Clear contract terms and built-in flexibility reduce risks and ensure smooth transitions.
- 6** **What additional value-added services do you offer in management consulting, technological innovation, and strategic planning?**
Vendors providing extra services can drive growth and competitive advantage.
- 7** **How do you ensure the security and confidentiality of our information and client data against evolving cyber threats, while staying compliant with global standards?**
Robust security measures protect your sensitive data in today's digital landscape.
- 8** **What components are included in my monthly invoice, and are there any variable or performance-based costs I should anticipate?**
Full financial transparency helps in budgeting and prevents unexpected expenses.
- 9** **What is your current employee retention rate, and what strategies do you use to maintain a stable, experienced workforce?**
High retention rates often correlate with a more reliable and consistent service quality.
- 10** **Who is your ideal client, and what best practices do you recommend for successfully managing and integrating a remote outsourced team?**
This alignment and expert guidance can enhance team integration and overall productivity.

Outsourcing is a great way to grow your business, automate processes, and accelerate toward digital transformation, but depends largely on a great vendor partner!

Contact us to learn how we can help you with your outsourcing journey!