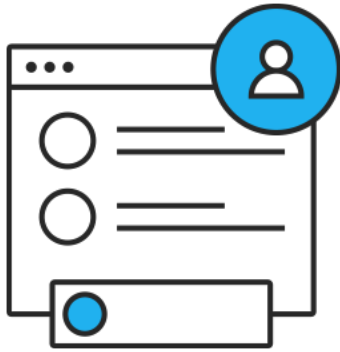


BINDHQ

Agency Management System

REFERENCE CHECK QUESTIONS

BUYERS KIT



15 critical questions

- to ask during your AMS reference call

How long has your firm been using the agency management product/s?	<input type="checkbox"/>
Were you the decision maker responsible for purchasing the agency management solution? If so, what were your primary business needs and what made you choose the solution you selected?	<input type="checkbox"/>
Did you run a structured AMS evaluation, if so what other vendors/products did you look at and why?	<input type="checkbox"/>
What has been the response from your underwriters and support teams? Do you have any insight into user-engagement levels on the product that you can share?	<input type="checkbox"/>
How complete is the integration with other internal technology systems? How hard was it to set up and maintain?	<input type="checkbox"/>
How have you found the level of configuration on offer?	<input type="checkbox"/>
How much time on average do you spend supporting the system internally? Would you consider that a good use of your time?	<input type="checkbox"/>
What's the single biggest benefit of the system? What is the worst thing?	<input type="checkbox"/>
Do you, or your team, have any complaints about the product, or any particular areas that you'd like to see improved?	<input type="checkbox"/>
What would you say has been the most surprising part of using the product/ working with the company?	<input type="checkbox"/>
Have you experienced any unforeseen benefits and/or challenges?	<input type="checkbox"/>
When implementing the system, did you incur any costs that you weren't expecting?	<input type="checkbox"/>
Do you experience any business disruption when it comes to software updates or product upgrades?	<input type="checkbox"/>
Can you tell me about your experience with support?	<input type="checkbox"/>
If you went to another company, would you buy the same system again if given the opportunity, or would you look on the market to see what else is available?	<input type="checkbox"/>