

Strategic questions to ask your platform vendor to check implementation ROI readiness

1. Discovery discipline

- Is discovery treated as a critical strategic phase that aligns business and technical priorities?
- Is there a clear method to define and agree on which areas should be adapted and which should be adopted as standard?
- Is the discovery timeline realistic enough to reduce scope changes and rework during delivery?
- Is there a structured process to prevent misinterpretation and ensure requirements are fully understood before implementation starts?

2. Shared understanding

- Are business and technical stakeholders aligned throughout the program, not only at the start?
- Is there a structured process to build and maintain a shared vocabulary across teams?
- Are change requests evaluated against long-term architectural impact?

3. Sustainable configuration

- Is implementation flexibility balanced with protection of architectural integrity?
 - Does the vendor prioritize configuration over custom coding?
 - Will the platform remain scalable after configuration decisions are applied?
 - Are configuration decisions reviewed to prevent future complexity and cost escalation?
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4. Continuity of delivery

- Will the same delivery team remain responsible after go-live to preserve knowledge and reduce transition risk?
 - Is there a clear approach to support continuous improvements, extensions, and new launches after go-live?
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5. Governance that scales

- Does governance ensure disciplined execution across projects and over time?
- Does governance support platform evolution without compromising stability and integrity?

