

Our business checklist is a useful tool for businesses to assess whether they're on track for sales growth and business efficiency improvements. Use the checklist to identify any improvement opportunities for your business!

## Software Platform Business Checklist

- Are you confident you can support the integration complexity, user support needs and the related costs typically incurred with your business application portfolio into the future?
- Can you easily compare the value of an investment in business solutions to ensure it delivers value that supports business agility and flexibility along with good user experiences?
- Have you considered your obligations regarding data storage, location, access and compliance with privacy, security and other legal obligations?
- Are you able to bring together marketing, customer service, product and your supply chain resilience to protect and support your brand reputation?
- Have you considered the top 10 barriers to any potential ERP implementation and do you know how to overcome them?
- Noting that companies with greater visibility are better positioned to weather all kinds of disruptions, do you have sufficient resilience within your supply chain?
- Are you aware of how your legacy systems might impede your future growth potential when factoring in the rapid rate of change to buying preferences in a post-covid world?
- Can you access critical business information about customers, sales, profitability inventory, and online activities - from one single solution from any location including your phone?
- Are you able to profile your customers (based on purchasing and other criteria) and email them en masse within minutes, promoting relevant new products (and have this activity tracked and reported)?
- Do you have full transparency and auditability of every transaction across multiple branches associated with every staff member and customer?
- Can you sell the same product with different prices - depending on your store or branch location?

- Are you able to track all emails to and from any customer and have them centrally available within your CRM system?
- Does your current solution support automatic ABN number lookups, perform address validation and update foreign currencies automatically?
- Can you securely send or receive confidential and private information to any particular customer via an integrated web portal?
- Have you considered the time saving and other advantages of having payroll and accounting functions handled within the one solution?
- When you make wage and salary adjustments, will your solution automatically calculate changes to your accrued liabilities providing you with greater confidence as to your legal obligations to your employees?
- Can you enable a customisable loyalty or frequent buyer's program to encourage repeat business (irrespective of how customers purchase goods or services from you)?
- Do you know how often your customers login to your website, what they look at and what they are searching for?

To discuss your business needs, or to learn more about how Xpect can help you manage your business, just [get in contact](#) with the team at CIBIS.

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