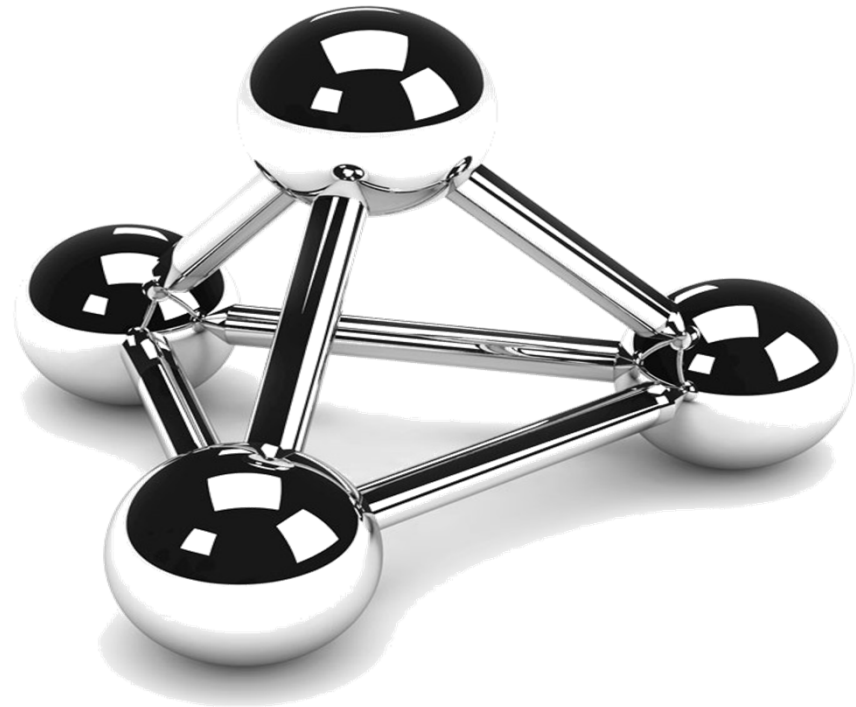


*Sheila Quansah-Solomon*  
Product Specialist,  
Document Applications

*Vendors: To  
Engage or Not?*



*Word Excellence Day October 2014*

# Vendor engagement

Environment	Work flow	Product requirements
Integration	Demonstrations and presentations	Your schedule for the decision
Decision criteria	Vendor support	On-going relationship

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## Vendor engagement – selection criteria



Years in business



Constant supply of products / services



Supply all the products required or the complete solution



Flexibility to allow changes in orders / product lines



Substantial catalogue of products or range of services



Appropriate supply of internal experts



Sustainability and financial stability



Testimonials & references



Delivery times



Terms of business

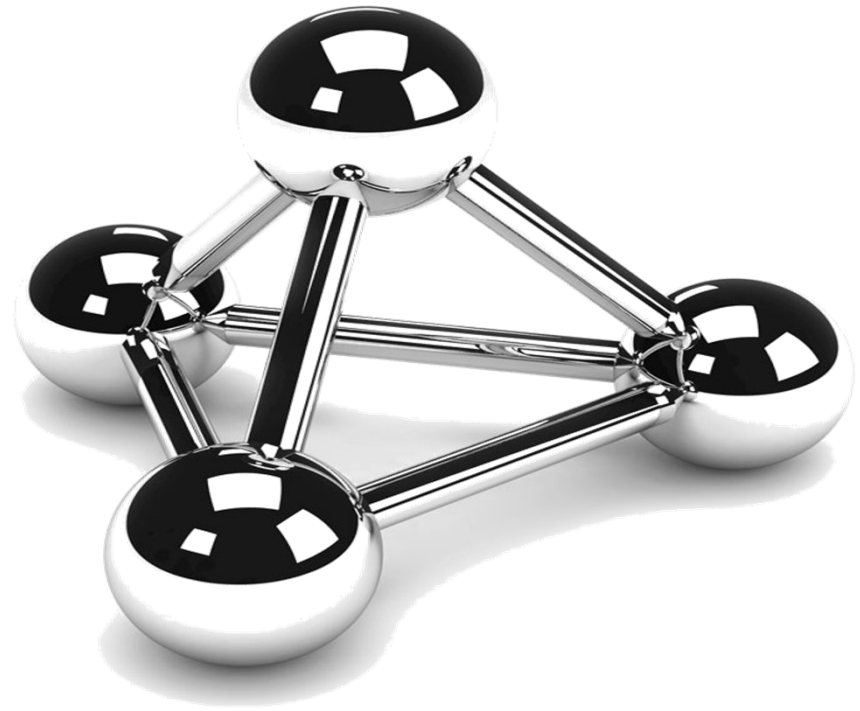


Customer service



Prices

*Questions/  
comments*



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