

Guidebook: How to Choose Scale Software

With all the options out there, it's tough to choose a software program that will do all you need without costing a fortune.

So we put together a list of decision criteria for scale software, listed the questions most helpful to ask, and what to look out for when making the decision that's best for your company.

If you have questions, feel free to give us a call at [855-722-5348](tel:855-722-5348) and we'd be happy to help.



FUNCTIONALITY		
Decision Criteria	Questions to ask	Why it matters
Does it work?	Check customer referrals to see what other customers are saying about the reliability and user friendliness of their systems.	The best software is built by those familiar with the scale management industry, as well as software design. Check out the company's history before you buy.
Invoicing functionality	Are you able to collect invoice payments directly via the software? Is it quick and easy?	This is an instance where it helps to have real world user experience baked into the software.
Inventory Management	How well does the software track what's coming in or leaving the yard?	If you've been using paper and pencil, this may be one of the most appealing aspects of software. That is, if the design of the program is solid.
Customizable Layout	Do you have to change yard procedures to match the software?	Out of the box software providers aren't always willing to think outside the box!
Legal Compliance in all states	Does the software fulfill legal compliance regulations in all states?	Updates aren't always included, and even when they are, they're not provided in a timely manner.
Cloud Capability	Will the software back up data to the cloud? Does it have options of saving to BOTH the cloud AND to on-site hard drives?	There are too many risks in having all your data on an internal or external hard drive.
Integration	Does the software integrate with other programs like Quickbooks?	Seamless integrations make accounting processes much more efficient.
CUSTOMER CARE		
Decision Criteria	Questions to ask	Why it matters
Implementation	How long does it take to install the program and import customer data?	This is where it helps to have support ready and available to help.
Training	What kind of training does the program offer? How long does the training period last?	Some software companies provide enough training to get started and you're left to figure out from there.
Support availability	What are the hours for customer support? Is there someone on call if you have an emergency beyond "working hours"? How do reviews rank the support?	You don't always get stuck with a software glitch during regular business hours. Down time is no time to hear the words, "We're closed."
Updates	Are updates included or do they require additional work or expense? Does the company guarantee their software will work with future platform updates (like Windows)?	Updates are an ongoing necessity, but they shouldn't be intrusive. The key here is to have experienced developers who've worked with the program long enough to prevent problems.
Subscription	How does the subscription billing work? And will it fit the payment needs of YOUR company?	It's important to know when you start paying... at initial startup or once you're up and running. In other words, if training and/or customization is needed first, you could be paying for software, you're not yet using.
VALUE		
Decision Criteria	Questions to ask	Why it matters
Cost	What is the itemized cost of the software? What additional costs could you incur?	Additional modules or features added after the fact, often come with a price tag. Make sure you're clear on the additional costs before you decide on a software package.
Scalability	How flexible is the package? Can you purchase only the modules you need? Is there room for growth?	Whether you need help keeping up with your current business or your growing business, you need a software package that will scale.
Value	Will the functionality of the software save you real dollars in terms of efficiency, reliability, and accuracy.	ROI does not have to be a fuzzy number. Make sure it's quantifiable. And if it's not, steer clear!



We're proud of our software.

And confident.

So confident, in fact, that we urge you to compare our product with any other software out there. (Double-dog-dare you...)

FIND OUT MORE



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