

Tech Check:

Essential Questions to Ask Suppliers at Healthcare Events

When engaging with tech suppliers it's crucial to ask insightful questions that will help you understand their products, assess their value, and evaluate their potential impact on your organisation.

Here's a **tech check list** of some essential questions to help guide your conversations...



1: About the Company and Product

Supplier Name 1

Supplier Name 2

Supplier Name 3

What is the core mission of your company?

(Helps understand their values and long-term goals.)

Can you explain the key features and functionalities of your product?

(Clarifies the product's capabilities and how it fits into your organisation's needs.)

What sets your product apart from other solutions in the market?

(Helps determine the unique value proposition.)

Can you put me in contact with any of your current customers?

(Provides insights into their experience with similar customers.)

How does the company approach gender equal pay, sustainability, and EDI?



2: Integration and Usability

Supplier Name 1

Supplier Name 2

Supplier Name 3

Do you integrate with other suppliers or systems?

(Explores compatibility with third-party solutions for greater flexibility.)

Is your solution user-friendly for all?

(Assesses ease of use and adoption by end-users.)

- 💡 Can you provide a demo?
- 💡 Do you hold any UX certifications?

What training and ongoing support do you provide?

(Important for smooth implementation and long-term success.)

Is the solution scalable?

(Evaluates whether the product can evolve with your organisation.)

What accessibility options does your product include?

(Ensures inclusivity for all users, including those with disabilities.)



3:

Compliance and Security

Supplier Name 1

Supplier Name 2

Supplier Name 3

How does your solution comply with relevant healthcare regulations (e.g., CQC, GDPR, HIPAA)?

(Ensures that the product meets legal and helps with regulatory standards.)

What measures do you have in place for data security and privacy?

(Vital to protect sensitive patient and service user data.)

Where do you store your data, and in which country?

(Clarifies data residency and compliance with local laws.)

TECH C



4:

Impact and Outcomes

Supplier Name 1

Supplier Name 2

Supplier Name 3

What measurable outcomes can your product help us achieve?

(e.g., improved care quality, cost reduction, efficiency. Asking this helps quantify the expected return on investment.)

Can you share any success stories?

(Offers evidence of product effectiveness.)

How does your product improve patients or the people you support user experience?

(Focuses on the impact on those receiving care.)

CHECK



5:

Customer Support and Service

Supplier Name 1

Supplier Name 2

Supplier Name 3

What type of customer support do you offer?

(Clarifies the level and availability of support.)

How do you gather feedback from customers to innovate and improve?

(Shows the supplier's commitment to continuous improvement.)

Additional Questions to Consider:

- **Do you have a product roadmap?**
(Provides a clear vision of planned updates or enhancements.)
- **Is AI used in your product, and if so, how?**
(Evaluates the role of artificial intelligence in driving innovation and value.)
- **How does your company uphold corporate responsibility, including social impact and sustainability efforts?**
(Highlights the company's ethical and societal commitments / Important for eco-friendly and responsible tech choices.)



6: Pricing

Supplier Name 1

Supplier Name 2

Supplier Name 3

What is your pricing model?

(Clarifies cost structure and budgeting.)

Are there any additional costs for customisation, integration, or training?

(Avoids hidden costs and ensures full transparency.)

What is the contract visibility and flexibility?

(Ensures clarity on terms, cancellations, or adjustments.)

We hope you have found this resource useful!

By asking these questions, you'll be in a better position to evaluate each tech supplier based on your organisation's specific needs, values, and long-term goals.

For more information on the above, please visit...

Radar Healthcare
radarhealthcare.com

The Caring View
thecaringview.co.uk



Additional Notes



Scan here for Radar Healthcare's
Tech Check answers