



## The 7-Question ERP Demo Scorecard

Score every ERP demo the same way, while it's still fresh. Fill this out right after each vendor presentation, then compare your completed scorecards side by side.

Vendor / Product:

Demo Date:

Scored By:

### Scoring guide

1 Poor

2 Weak

3 Average

4 Good

5 Excellent

### Score the seven questions

| #                       | Question & what a strong answer looks like                                                                                                                                                         | Score<br>(1-5) |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| 1                       | <b>"Can you run this with our data, not yours?"</b><br>Willing to demo a real order / BOM / customer record from your business — or clearly explains how your specific scenario would be handled.  |                |
| 2                       | <b>"Show me the ugliest part of your software."</b><br>Answers honestly and shows a genuine weak spot. Evasion or "everything's great" is the real answer.                                         |                |
| 3                       | <b>"What happens when this doesn't work?"</b><br>Clear SLAs in writing, a named contact, and a straight explanation of who owns a problem end to end — software maker vs. partner.                 |                |
| 4                       | <b>"What does this cost when we're twice our size?"</b><br>Transparent walk-through of how pricing changes with growth (users, transactions, modules) and names what drives the bill up.           |                |
| 5                       | <b>"Show me a report I actually need."</b><br>Produces or clearly explains your specific report, and is honest about what's native vs. what needs configuration or an add-on.                      |                |
| 6                       | <b>"Who does this well, and who doesn't it fit?"</b><br>Describes their ideal customer AND their non-fit specifically, backed by references you can call.                                          |                |
| 7                       | <b>"Walk me through what the first 90 days really looks like."</b><br>A specific, phased implementation plan, honest about what your team must contribute and where projects like yours get stuck. |                |
| TOTAL SCORE (out of 35) |                                                                                                                                                                                                    |                |

Red-flag check (tick any you saw)

Any single tick is worth pausing on. Two or more, and this vendor's polish is hiding something.

|                          |                                                                            |
|--------------------------|----------------------------------------------------------------------------|
| <input type="checkbox"/> | Won't demo with your real data — insists on their own environment          |
| <input type="checkbox"/> | Claims the software is a perfect fit for every business                    |
| <input type="checkbox"/> | Dodges direct questions about support response times or who owns a problem |
| <input type="checkbox"/> | Won't give clear pricing, or pricing at scale stays vague                  |
| <input type="checkbox"/> | Rushes past implementation: "it's easy, we'll have you live in no time"    |
| <input type="checkbox"/> | Reporting you actually need requires a specialist or a paid add-on         |
| <input type="checkbox"/> | Pressures you to sign quickly or with a limited-time discount              |
| <input type="checkbox"/> | Can't or won't provide references in your industry / your size             |

Debrief notes (fill in within a day, while it's fresh)

What fit our business best?

What didn't fit, or concerned us?

Which questions did the vendor dodge?

Standout moment / dealbreaker:

The demo is only half the decision.

Once you've scored your demos, weigh them against total cost of ownership, references, and implementation fit. Pabian Partners helps growing businesses evaluate, implement, and support Acumatica ERP — with transparent pricing and end-to-end support.

[www.pabianpartners.com](http://www.pabianpartners.com)