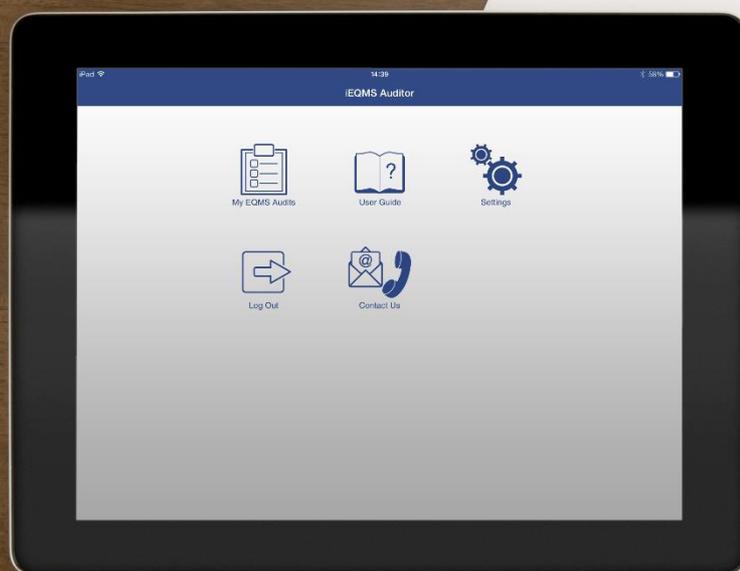


Step-By-Step Guide to Buying EQMS Software

Your complete buying guide to selecting the best quality management software for your organisation.



Investing in a new Quality Management System is a long term investment. This document will help you to evaluate each software solution and the service which supports it.

EQMS reduces the compliance burden associated with various Standards and Regulations. Including:



1.0

Your Journey to Purchasing EQMS

Before embarking on your Quality Management software purchase journey, it's important to really understand what you need, and which vendor is best positioned to deliver your exact requirements. This 8 step guide ensures your EQMS software purchase is straight forward.

2.0

Define your needs

Ask yourself 4 key questions, and be as detailed with your answers as you can:

1. What do you want from the software?
2. Who will be using it?
3. What key features must it have?
4. What's my budget?

Giving yourself a clear requirement specification means you can provide detailed information to your vendors.

3.0

Longlist Vendors

Find your vendors - scour the web, get recommendations, read blogs then make your initial enquiries. Gather together an initial longlist and ensure you actually speak to each vendor. Get a feel for the organisation and level of customer care, and finally, ensure they're happy to provide you with a rough estimate on price.

When compiling your longlist, ask the below questions:

1. Does the software satisfy your most important requirements?
2. Does the vendor offer excellent support and speedy service?
3. How easy/complex is the implementation?
4. How user-friendly is the solution?
5. How compelling are the vendor's testimonials/reviews?
6. Does the vendor have customers similar to you?
7. How customisable is the solution?
8. Is the solution within your budget?

4.0

Shortlist Vendors

You've spoken to everyone on your longlist, now's the time to narrow down your vendors and compile your shortlist. Vendors that achieve high scores in your above questions should go on to your shortlist and be kept in mind for a demo.

Remember to keep the number of demos down to a maximum of 4 vendors, any more than this and the solutions can all blur in to one.

5.0

Create Scenarios

You've got your shortlist of 3 or 4 vendors. Before you get in to your demos make sure you are prepared. Using real scenarios to describe tasks that you need to accomplish when using the system is a great way to see a system in practice, solving a real life problem.

Example: a scenario during a document manager demo could be "managing a controlled change to a policy or procedure".

Think of a number of scenarios that you'd like to see during each demo, and share these with each vendor prior to the demo so that they can prepare and tailor the demo if needed.

6.0

Create Scenarios

A score card helps you to keep note of the things you liked, and the things you didn't when viewing a demo. It's key in helping you to rate your vendors, and ensures that you're in control of what you see during a demonstration. Create a scorecard by listing your key requirements, and scenarios, and then provide a mark out of 5 for each. Remember to share with your vendor the elements of your scorecard that outline what you want out of the software.

7.0

Focus on the demonstration

Your vendor will know what problem you are looking to solve, and, will have reviewed and prepared the demonstration against your predefined scenarios governance.

Have your scorecard at the ready. If there are others from your team who are also viewing the demo, ensure they too have a copy of the scorecard. Complete the scorecard, and keep the vendor on track if they miss out any key scenarios.

8.0

Evaluate

Ensure you've fully completed the scorecard then speak the rest of the team involved. Collate the general feedback and rate against your other demo scorecards.



9.0

Request References

If the demo ticked most of your boxes now's the time to approach the vendor to ask for references.

Key questions to ask the referee:

1. What was the true cost of the software (including upkeep and maintenance)?
2. What's the quality of the support you receive from the vendor?
3. Have you experienced any bugs or problems with the software?
4. How, specifically, has the solution cut costs or improved efficiency (or has it)?
5. What does your company receive from the vendor in return for being a reference? What is your relationship to the vendor?
6. What would you have done differently when selecting/implementing this software?

10.0

Decision Time

At this point you may have made your decision, or may be stuck between two Vendors. Here are some tips to supporting this important decision:

1. Carefully evaluate your references and the answers to their questions.
2. Re-evaluate your original requirements, where do both vendors sit?
3. Customer service, which vendor really shone? Remember QMS software is a long term investment; you need to ensure you work with a team that shares similar values to you, and whom you can trust to deliver.
4. Budget? How do the two compare. If a vendor is over budget, is the additional cost warranted?
5. Finally, if you need to, request a further demo to help cement your decision

4.0

Sodexo review of Qualsys as a Software Supplier

“EQMS by Qualsys has proven to be an excellent solution to the management of Quality in respect to service delivery.

What is instantly recognisable with Qualsys is that they are flexible, accommodating and amenable. This is important because the application is entirely new, and not replacing a legacy system.

Our experience has been very positive, and Qualsys are quick to respond to any requests. The team are very strong, with good project management skills, and technical knowledge.

Qualsys’ experience working with large, complex, multi-national organisations was a key factor in our decision to select EQMS. Furthermore, the flexibility of EQMS has allowed us to tailor the solution to address a complex requirement, whilst simplifying and embedding compliance across global operations.

Another key aspect of Qualsys is their ability to quickly understand our business and the challenges that we face. This enables the system to be deployed quickly, with minimal instruction.”

Carl Stanbridge MSc

Quality & Compliance Director – Global Pharmaceuticals and FMCG, Sodexo

Qualsys

Founded in March 1995, Qualsys Ltd is a leading provider of Governance, Risk and Compliance solutions that is privately owned, profitable and certified to ISO 9001/TICKIT and UKAS/ANSI RAB (certificate 1857/99).

EQMS is used by complex organisations such as Sodexo, BT, Novartis, Ely Lilly, GSK, Astra Zeneca in over 100 countries worldwide. Our customers use EQMS to meet compliance demands of international Standards and regulations.

Qualsys continuously invests in EQMS to improve functionality, ease of use and integration capability for our customers.

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