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Questions for buyers to ask of 21st century business software applications

1. Ask about Human Interaction capability. This should include human connectivity with goals, time management and state for real-time reporting for measurement and dynamic support. Is it embedded in the solution or is it separate?
2. Are process, workflow, rules, state and calculation engines contained in one development tool? If not how do they handle these essential requirements?
3. Can solutions handle multiple asynchronous flows of work? If so how?
4. How are business rules written and incorporated into a business process? Can end users change as required and can rules be applied in real time either globally and/or regionally?
5. Do they hard code to deliver the custom solution? If so does this need to be altered when the business process needs to change?
6. Can the business analysts or process consultant build the application cutting out the interpretation gap?
7. Can an application be built direct from the detailed business model? If not how do they ensure that what is specified is delivered?
8. Can a working prototype as a first pass of the solution be built quickly to test requirements and engage end users for feedback?
9. Can real time information be accessed with audit trail and time recording on all critical aspects?
10. How is management hierarchy with security handled?
11. Are user forms dynamically created recognising people, the user role, the task type and populate with required data for the work in hand. If not, how is the user presented with information?
12. How are documents created e.g. letters, e-mails, messages etc? Are they automatically populated with relevant data and is this capability fully incorporated into the end-to-end solution?
13. Can the resultant applications be split into "groups" with differing requirements supporting shared services with both global and regional reporting?
14. Is there capability for multi-currency and language?
15. Can they change the core process without disruption and with full version control?
16. Can they provide when required an exact record in a business format of what has been deployed?
17. What capability is there to allow users to make decisions at run time as how to undertake a process?
18. What capability is there to allow the process to self adjust as circumstances change?

Look for a tightly integrated system that mirrors your requirements as opposed to a well-integrated set of application modules