

# how to choose the right software provider



**The system must capture granular data with 100% accuracy. Systems that depend on OCR make too many mistakes to be trusted for Zero-Touch.**



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avoid OCR dependent systems



**The system must be flexible and adaptable. Robotic Process Automation (RPA) is very task specific and lacks the flexibility to adapt to complex variables.**



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avoid RPA dependent systems



**The mapping system must digitise any document type with 100% correct data context. Systems that rely solely on Artificial Intelligence often learn badly in unstructured data environments, resulting in costly errors.**



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avoid AI dependent systems



**The software provider maps your customer's purchase order templates so that your team's time is not wasted and quality is not compromised.**



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avoid systems that require mappings to done internally



**The cost to map each customer's order template must be so low that you can digitise ALL of your trading partners without a second thought.**



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avoid systems with high per customer fees that will not scale beyond your largest customers



**The system must be fully customised to compliment your business rules and workflows.**



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avoid systems that have limited flexibility and are not purpose-built





**The system must be able to be fully integrated with your ERP and other systems (such as CRM) for seamless bi-directional data exchange.**



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avoid systems that have limited integration capabilities because they will require more touch



**The system must be capable of validating ALL business rules - regardless of how complex - to resolve data errors and eliminate double handling in the ERP.**



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limited data validation creates double handling and more touch



**The system must be intuitive and user friendly enabling new users to become proficient within a day or two.**



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avoid clunky systems that are difficult to use



**Single-Tenant systems are preferable because they provide more flexibility, robustness, and data security.**



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avoid Multi-Tenant systems unless you are a small to medium sized organisation



**The service provider must provide support and monitoring beyond the implementation to achieve continual improvement for the life of the project.**



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avoid SaaS systems that are not supported



**The software provider should have no hesitation providing customer references for you to contact.**



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avoid software providers who are reluctant to help you contact their customers



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