# 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.**

✓ portalink        ✗ avoid OCR dependent systems

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

✓ portalink        ✗ 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.**

✓ portalink        ✗ avoid AI dependent systems

☐ **The software provider maps your vendor's invoice templates so that your team's time is not wasted and quality is not compromised.**

✓ portalink        ✗ avoid systems that require mappings to done internally

☐ **The cost to map each vendor's invoice template is so low that you can digitise ALL of your trading partners without a second thought.**

✓ portalink        ✗ scalability will be limited if template cost is high

☐ **The system can be fully customised to compliment your business processes and workflows.**

✓ portalink        ✗ most SaaS systems are not fit-for-purpose

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☐ **The system uses deep integration with your ERP and other systems (such as CRM) for seamless bi-directional data exchange.**

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

☐ **The system can validate ALL business rules – regardless of complexity - to resolve data errors with zero or low touch to eliminate double effort in ERP.**

✓ portalink    ✗ limited validation equals more touch

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

✓ portalink    ✗ avoid clunky systems that are difficult to use

☐ **The system is single tenant, providing additional flexibility, robustness and data security.**

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

☐ **The system is not typical SaaS. The service provider provides service beyond the sale with continual monitoring and improvement for life.**

✓ portalink    ✗ avoid SaaS systems that are not supported

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

✓ portalink

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