

5 Questions to Ask Every LIMS Vendor (Before You Sign Anything)

— A polished demo is not a successful implementation.

THE GAP

A demo is not an implementation

Vendors practice their demos hundreds of times. A demo shows what the system can do. An implementation shows what it does for your lab, your workflows, your regulatory constraints. That gap is where projects go sideways.

Q1

Who will actually be assigned to our implementation?

Not "how many certified consultants do you have." Ask for names, industry experience, and sector-specific track record. If they cannot name anyone yet, that is a flag.

Q2

What does your change order process look like?

Scope creep is not the question, how the vendor handles it is. Ask for a sample change order and what triggers one. Some vendors use them as a revenue mechanism.

Q3

Show me a validation package delivered for a regulated client

Regulated labs need real documentation: IQ/OQ/PQ, audit trails, traceability matrices. Hedging tells you something.

Q4

What happens when the implementation goes over schedule?

It will. Fixed-fee contracts incentivize closing out fast. Time and materials keeps vendors engaged but removes the cost ceiling.

Q5

How do you handle system upgrades after go-live?

Some upgrades are simple, others need re-validation. Ask who owns upgrade planning and whether upgrade support is included in maintenance.



You can ask these five yourself.

Knowing if the answer holds up is the harder part.

- ▶ **Try VendorFit4D™ Solo, free**
cogsult.com/vendor-scorecard
- ▶ **Book a free 30-minute call**
cogsult.com/contact