

Reference call questions for HR software

Questions to ask a vendor's reference customer. 20 to 30 minutes. Ask for a customer of a similar size and industry.

Vendor

Reference (organization, role)

Date

Called by

Their situation

1. How many employees use it, in which countries and languages?
2. What were you using before, and why did you change?
3. Who runs it day to day, and how much of their time does it take?

Rollout

1. How long did it take from signing to the first results?
2. What was harder than expected?
3. How were employees loaded, and did it work first time?

Results and action

1. What response rate did you get?
2. What did managers do with the results in the first month?
3. Can you give one example of something that changed because of it?

Privacy and trust

1. Did employees raise concerns about anonymity? How were they handled?
2. Has anyone at your organization been able to see individual answers?

The vendor

1. How quickly does support respond, and is it the same people each time?
2. Did the price change at renewal?
3. What would you ask for if you were signing again?
4. Would you choose it again? Why or why not?



Notes
