Make a decision about which technology is right for your business

Once you've identified the business needs new technology could support, it's time to research and choose something that's right for your organisation. Testing and trialling different tools can be a long process but it's worth it – putting the time in now will give you confidence in your investment and help to bring your digital tools together in a way that works well for everyone.

- **Effort:** High
- **Impact:** High

Actions:

Take advantage of free trials to test how tools will work in practice and see what suits employee needs.

- **Impact:** High
- **Suggested duration:** 28 days
- **Why this will help:** Trialling a tool can throw up functionality problems or highlight missing features you didn't know you needed. Free trials are a good way to put tools to the test and see what your team thinks of them before you commit financially.

Identify which tools can integrate with your existing setup.

- **Impact:** Medium
- **Suggested duration:** 15 days
- **Why this will help:** Selecting tools and software packages that have the ability to integrate will prevent headaches down the line when you try to get everything working in harmony.

Create a list that prioritises your needs and ensure you choose a package that can handle at least the top three priorities.

- **Impact:** High
- **Suggested duration:** 7 days
- **Why this will help:** The perfect solution can be hard to find, unless you're willing to pay for something bespoke. A hierarchy of needs will help you choose the next best thing and make sure your core needs are addressed.

Think about whether you can grow the business alongside the tools you're trialling to check that they will still meet your needs in a year's time.

- **Impact:** High
- **Suggested duration:** 15 days
- **Why this will help:** Business needs evolve and so should the technology that supports them. Think about how new technology will be affected by future growth – are you overly-reliant on a specific person or company to make any changes?

Make a decision about which technology is right for your business.

- **Impact:** High
- **Suggested duration:** 10 days
- **Why this will help:** Testing how tools work in practice, plus considering employee needs and future growth should put you on the right track when it comes to making your decision.

How will I know if my action plan is working?

Way to measure success
Defined set of requirements

Why this metric?
With lots of services and options out there, it's important to be able to narrow down your options so that focused conversations can be had.

How do I start tracking?
Your features checklist will be another important document, full of personalised information about your business, that will be vital for buying with confidence.