vendor selection checklist

for e-commerce replatforming projects

lab digital

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10 Key Criteria for Choosing the Right SaaS Vendor for Composable Commerce

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vendor:

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1 **composable commerce compatibility**
Does the vendor support composable commerce principles?

Look for API-first, headless architecture, and modular components that integrate smoothly with third-party systems.

☐ Supports headless setup   ☐ Open APIs for integrations

2 **integration capabilities**
How easily does the platform integrate with existing systems?

Check if the vendor provides pre-built integrations for CRM, ERP, CMS, and other core tools.

☐ Pre-built integrations   ☐ Robust APIs   ☐ Third-party partnerships

3 **scalability**
Can the platform scale with your business as it grows?

Ensure the vendor has cloud-native architecture and automatic scaling to handle growing traffic, new products, and regional expansion.

☐ Cloud-native   ☐ Auto-scaling   ☐ Proven record with large-scale clients

4 **security & compliance**
Does the vendor ensure compliance with security standards and regulations?

Look for features like encryption, multi-factor authentication, and compliance certifications (e.g., GDPR, PCI DSS).

☐ Built-in security features   ☐ GDPR compliance   ☐ Regular security audits

5 total cost of ownership (TCO)
What are the long-term costs beyond licensing fees?

Understand costs for implementation, support, integration, and maintenance to evaluate the true investment required.

☐ Transparent pricing   ☐ Ongoing maintenance and support costs   ☐ Scalable cost structure

6 vendor's track record
Does the vendor have experience in your industry?

Assess the vendor's client history, industry experience, and success stories relevant to your market.

☐ Experience in similar industries   ☐ Case studies and references   ☐ Strong client success record

7 product innovation & roadmap
Is the vendor committed to continuous innovation?

A vendor with a well-documented roadmap for future updates and innovations is essential for staying competitive.

☐ Product roadmap availability   ☐ Regular feature updates   ☐ Clear innovation strategy

8 support and SLA
What level of support and service level agreement (SLA) does the vendor provide?

Evaluate their availability, response times, and whether you have a dedicated account manager to help when needed.

☐ 24/7 support   ☐ Dedicated account manager   ☐ Clear SLA with response times

9 customization vs. complexity
Is the platform flexible without adding unnecessary complexity?

Choose a vendor that allows for customization where needed but avoids unnecessary complexity that can make the system harder to manage.

☐ Flexible customization options   ☐ Modular architecture   ☐ Minimal added complexity

10 long-term viability
Is the vendor financially stable and committed to long-term growth?

You want a vendor that will be around to support you for years to come.

☐ Financial stability   ☐ Long-term vision   ☐ Proven market presence

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next steps
Picking the right vendor doesn't have to be complicated. If you're ready to take the next step or need guidance tailored to your needs, visit **Lab Digital's website** to see how we can help you navigate the vendor selection process and ensure your replatforming project is set up for success.