



Beyond the Features

Questions to Ask Vendors

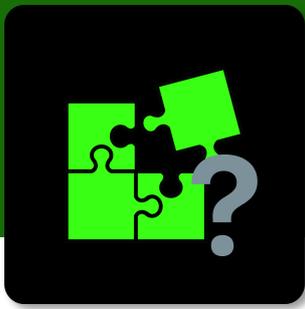


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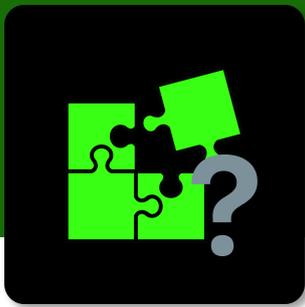


Introduction

Choosing the right legal technology is about more than ticking boxes on a feature list. It is a complex decision that needs a holistic view – looking at functionality, usability, integration, security, cost, scalability, and the long-term impact on your firm.

This list of vendor questions is designed to help guide your conversations and give structure to the selection process. Not every question will apply to every situation, and that is perfectly fine. The goal is to make sure you are thinking about all the important angles before making a decision. You should tailor your discussions to your firm's unique needs, current technology stack, and future priorities.

Rather than treating this as a strict checklist, use it as a flexible framework to have more meaningful discussions with vendors. The right technology should not just meet today's requirements – it should support your firm's growth, compliance needs, and user adoption well into the future. Taking a structured and thoughtful approach now will help you avoid common pitfalls and make sure your technology investment delivers real, lasting value.



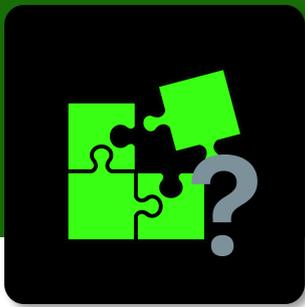
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Defining Business Needs and Objectives

Question	Notes
What specific challenges in legal practice does this technology address?	
How do you ensure alignment with a law firm's strategic goals and growth plans?	
How do you determine the key users of the technology and their specific needs?	
What process do you use to distinguish essential functionality from optional features?	
What measurable criteria should firms use to evaluate success after implementation?	



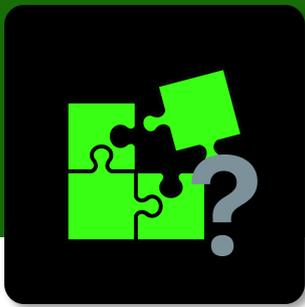
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Understanding Software Functionality and Features

Question	Notes
What are the core functions and capabilities of the technology?	
How adaptable is it to different legal practice areas and workflows?	
What are the key considerations when choosing between cloud, on-premises, or hybrid options?	
How does artificial intelligence and automation contribute to efficiency and accuracy?	
How does the system ensure compliance with multi-jurisdictional regulatory requirements?	



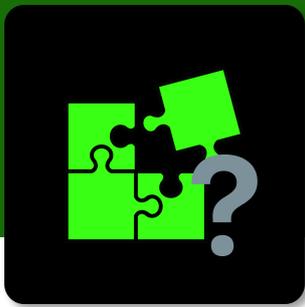
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Usability and Accessibility Considerations

Question	Notes
What steps are taken to ensure the platform is user-friendly for legal professionals?	
How does usability impact adoption rates and overall return on investment?	
What accessibility standards are followed to support users with disabilities?	
What level of mobile access and remote functionality is provided?	
How can firms test usability before making a commitment?	



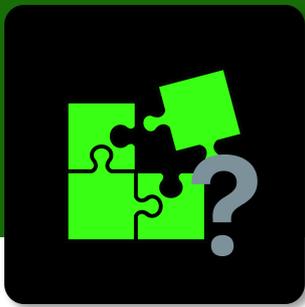
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Integration and Compatibility with Existing Systems

Question	Notes
How does the technology integrate with commonly used legal and business systems?	
What are the available integration methods, such as APIs or built-in connectors?	
How is data consistency maintained across multiple platforms?	
What options exist for connecting with third-party automation and analytics tools?	
How does the approach to integration support future scalability?	



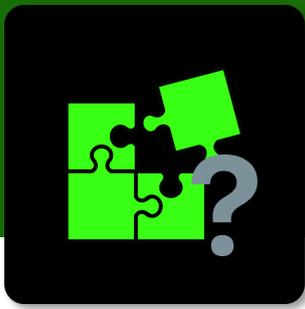
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Security and Compliance Considerations

Question	Notes
What security standards and certifications are in place?	
What encryption, authentication, and access control measures are used?	
Where is data stored, and how does it comply with data sovereignty requirements?	
What backup, disaster recovery, and business continuity measures are implemented?	
How often are security audits conducted, and can firms review recent reports?	



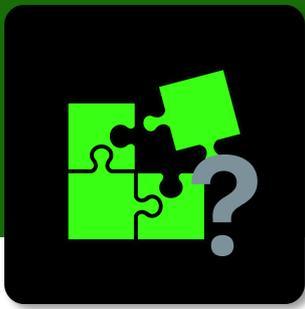
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Cost and Pricing Models

Question	Notes
What pricing structures are available, and how do they compare?	
What additional costs should be considered for implementation, training, or support?	
How can firms estimate the total cost of ownership over multiple years?	
What factors should be considered when calculating return on investment?	
How does pricing flexibility support growth and scaling over time?	



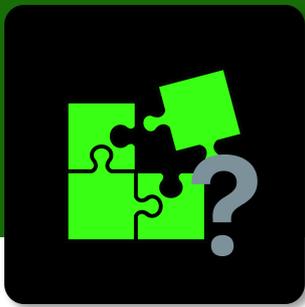
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Evaluating Vendor Reputation and Support

Question	Notes
How long has the company been providing technology solutions for the legal industry?	
What independent references or case studies are available?	
What support options are provided, including response times and availability?	
How frequently is the product updated, and what is the development roadmap?	
What resources are available for users, such as training materials or a user community?	



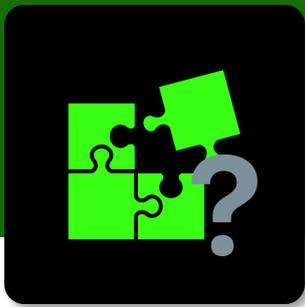
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Data Migration and Implementation Planning

Question	Notes
What challenges are typically encountered in data migration, and how are they managed?	
What is the recommended approach for transitioning from legacy systems?	
How can firms minimise disruption during implementation?	
What training and onboarding resources are available?	
What are the pros and cons of phased rollouts versus full deployments?	



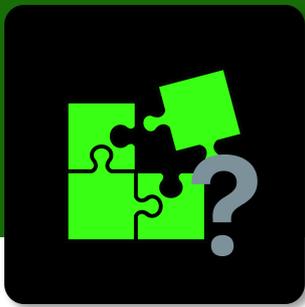
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Scalability and Future-Proofing Investments

Question	Notes
How does the technology scale to support firm growth?	
What performance measures are in place to handle increasing data volumes?	
How does the system adapt to emerging trends in automation and AI?	
What commitments are made to ongoing innovation and development?	
What strategies should firms adopt to ensure long-term digital transformation?	



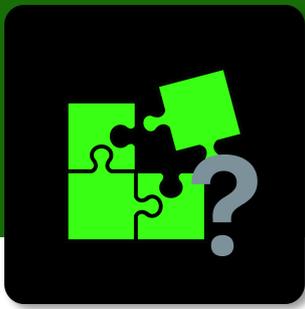
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Decision-Making and Next Steps

Question	Notes
What structured processes should firms follow to compare options effectively?	
What should firms look for in vendor demonstrations and proof-of-concept tests?	
How should key stakeholders be involved in the decision-making process?	
What final due diligence steps are recommended before signing an agreement?	
What are the critical factors for a successful implementation plan?	



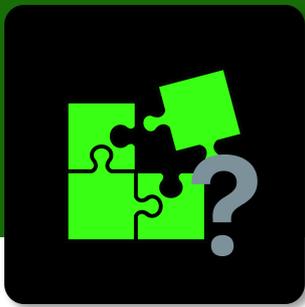
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Internal Resourcing & Change Management

Question	Notes
What roles and responsibilities should be defined internally for successful adoption?	
What level of internal resourcing is required for implementation and ongoing management?	
What training strategies have been most effective in ensuring user adoption?	
How can firms proactively address resistance to change?	
What methods are available to track adoption and measure long-term success?	



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Need Help Navigating the World of Legal Tech?

Choosing the right legal technology is a high-stakes decision that can impact firm efficiency, client service, compliance, and long-term growth. With so many factors to consider – from functionality and integration to security, cost, and user adoption – it's essential to take a structured and informed approach.

BlindSpot Solutions partners with firms to simplify the selection process, reduce risk, and ensure long-term value from technology investments.

Services include:

- **Existing legal tech assessment:** Evaluate your current systems and identify gaps, risks, and opportunities.
- **Requirements gathering:** Work closely with stakeholders to define functional, technical, and strategic needs.
- **Software selection consulting:** Identify your needs, compare options, and make confident, data-driven decisions.
- **Implementation strategy:** Align new systems with your existing tech stack and workflows for a smooth rollout.
- **Change management:** Support user adoption and help teams adapt to new systems with confidence.

If you'd like help applying these ideas in your firm – or want to explore workshops, reviews, or tailored support – get in touch.

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