

BambooHR Due Diligence Checklist for Singapore Companies



10 questions to ask before you sign

Q1. Is payroll built into your platform or a separate integration?

Why it matters

Separate systems = double data entry, sync issues, and compliance gaps. Even if you only need HR today, you'll want payroll in 12-18 months.

What good looks like

Native payroll in the same platform. One login, one database, zero exports.

Red flags

- "We partner with local providers"
- "Integration available via API"
- Can't demo actual Singapore payroll

Q2. What timezone is your support team in, and what's your response time for payroll issues?

Why it matters

Payroll issues at 4pm SGT can't wait for US morning. Month-end deadlines don't care about your vendor's office hours.

What good looks like

Singapore/Asia-based support during SGT business hours. Same-day response for urgent issues.

Red flags

- "24-hour response time"
- "Follow the sun support (offshore routing)"
- Can't name your Singapore support contact

Q3. Show me your pricing for 50, 100, and 200 employees across Singapore + one other country. What's included?

Why it matters

"\$9/employee" becomes \$25/employee after add-ons. Multi-country pricing often 3x your initial quote.

What good looks like

Written quote showing total cost per employee at each scale. Payroll, analytics, and integrations included in base price

Red flags

- Won't provide written pricing
- "Base price + payroll module + performance + analytics" nickel-and-diming
- Per-country payroll fees (ask for the real number)

Q4. If we add Philippines or Malaysia next year, what's the implementation timeline and will we have the same support team?

Why it matters

Most Singapore companies expand regionally within 2-3 years. Separate implementations per country = 6 months of pain each time.

What good looks like

2-4 week implementation per new country. Same support team across all countries. Unified employee records.

Red flags

- "Each country is separate implementation"
- "We are building Philippines support"
- Different support teams per country

Q5. Can you show me—live, right now—CPF contribution calculated and submitted in your platform?

Why it matters

Many vendors claim "Singapore compliance" but rely on third-party processors. If they cannot demo it, they do not have it.

What good looks like

Live demo of CPF calculation, validation, and submission file generation. Vendor can explain recent rate changes.

Red flags

- Shows US payroll instead
- "Our partner handles actual processing"
- Cannot answer "What is current CPF OW ceiling?"

Q6. How does your platform change as we grow from [current size] to 3x our size?

Why it matters

A system that works for 30 people breaks at 150. Some vendors force enterprise upgrades or add paywalls at scale.

What good looks like

Same platform, same features from 10 to 1000+ employees. Pricing stays linear. No forced migrations.

Red flags

- "You will need enterprise tier at 200 employees"
- Custom workflows locked behind enterprise paywall
- Cannot show customers at 3x your size

Q7. When CPF rates or MOM regulations change, how do I find out and who updates the system?

Why it matters

CPF rates change multiple times per year. Manual tracking = compliance penalties waiting to happen.

What good looks like

Automatic platform updates when government publishes changes. In-app notifications. Historical change log.

Red flags

- "We update annually"
- "You will get an email"
- Cannot show update history

Q8. Give me 3 customer references at my company size using the features I'm buying.

Why it matters

Case studies are marketing. References tell the truth about implementation time, hidden costs, and whether support actually delivers.

What good looks like

3+ references matching your size, industry, and feature set. Willing to discuss what went wrong, not just what went right.

Red flags

- Only US or enterprise references
- References using different features (HR-only when you need payroll)
- All references 3+ years old

Q9. Can I customize workflows, approval chains, and policies without developer help or waiting for your product team?

Why it matters

Your probation period is not 3 months like everyone else. Your expense approval needs 3 levels, not 2. Your performance reviews run quarterly, not annually. Generic templates break when your business does not fit the mold.

What good looks like

Visual workflow builder. Custom approval chains. Create policies and forms yourself. Changes go live immediately, no support tickets.

Red flags

- "Submit a feature request for that workflow"
- "Our templates cover 90% of use cases" (you are in the 10%)
- Customization requires professional services fees
- "That is on our roadmap"

Q10. What's your data export process if we leave in 2 years?

Why it matters

Vendor lock-in is expensive. Know your exit before you enter.

What good looks like

Complete data export (all history, all records) in standard formats. No export fees. 30-60 day notice.

Red flags

- Export fees or "migration services required"
 - Only last 12 months exportable
 - 90+ day cancellation notice
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Why we made this

Southeast Asia companies pick HRIS based on demos, then discover deal-breaker gaps 6 months in. These 10 questions reveal what matters: real capabilities, not sales promises.

Use this for any vendor - Omni, BambooHR, whoever. Good vendors welcome tough questions.

Compare Omni vs BambooHR: omnihr.co/lp-collection/omni-vs-bamboo-sg



omnihr.co