SHARPER MARINA MANAGEMENT

Five Questions to Answer Before You Talk to Any Vendor

A pre-evaluation worksheet · Buyer's Guide, Chapter 1

Answer these five before you book your first vendor demo. If you can fill all five in, you're ready to evaluate vendors. If you can't, the right next step isn't booking more demos. It's getting clearer on your own situation first.

1 What's broken?

Three specific things that didn't work last season.

2 Who will use this?

Everyone who touches the software daily, weekly, or seasonally.

User	Frequency	What their busy day looks like

3 What's your real budget?

Your numbers, then the three quotes to request from every vendor.

Annual transient booking volume	
Average booking value ($)	
Annual payment processing volume ($)	
Peak season months (from / to)	

Current monthly software spend ($)	

Quotes to request from every vendor

Scenario	Annual cost
At current volume	
If transient revenue doubles	
If transient revenue halves	

4 What's your real switching window?

Account for peak recovery and pre-season prep.

Peak season starts	
Peak season ends	
Realistic switching window	
Target go-live date	

5 What does the exit look like?

Decide your dealbreakers before you sign, not when you're leaving.

Data export I would want to be able to get

Contract terms I would want in place

Evidence of vendor stability I would want to see