

# Entrepreneur Pulls Out Last Remaining Hairs Trying To Decide Which Software To Choose

## Are you confused yet?

The reality is there are not many software choices in the RIM service industry. When you get right down to it, each vendor's sales pitch mixes a lot of rhetoric with reality. They all sound so appealing, it's not surprising that you get confused. In some ways, you wish you could merge all the software pitches into one working solution.

## But you can't...Sorry!

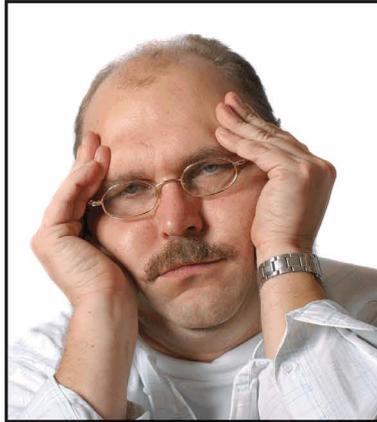
At some point you have to make a choice. Let's be honest, your decision isn't completely based on what the software can and cannot do – you don't understand it anyway. You are really choosing the people who are selling you the software.

## So judge them strongly.

The decision to purchase software is not only about its capabilities, though you should certainly take the time to understand how the vendors distinguish themselves. It is not just about the cost of the software either, although you want to be aware, not only of initial investment, but how growth will affect your software pricing. You will begin to see some differences emerge as you achieve certain growth benchmarks.

## Can the software support your service offerings today? Tomorrow?

Be sure to spend some time clearly identifying how each vendor has developed specific applications for the core service offerings you may eventually integrate into your business. Does the software have to be modified so that destruction rotation can be



integrated? How about media tape management, imaging or electronic archiving capabilities? Can it do it all?

## Don't just take their word on it.

Ask around. Start digging deeper. Get the names and numbers of clients who have purchased from them in the last year. Then grill them on installation issues, expenses they hadn't expected and total cost of implementation.

## But don't stop there...

Talk to the owner and staff of the software company and ask them about their experience in this industry. Are they able to show you more than how their software works? Can they explain to you how a records center, destruction company or media vault really operate from a hands-on perspective?

If they can, find out how much of this information they are willing to share with you. Are they more interested in your monthly support payment or are they prepared to resource you with their vast knowledge and experience owning and running a RIM service business?

## Warning! Not all software vendors are the same.

When you've done your homework, stacked up the options, compared performance and the people behind the software, you'll discover few are able to offer practical RIM service experience *with* technical expertise.

So ask the right questions and do your research. When all is said and done, you want to make a purchase you are comfortable with – not feel like you got sold.

Andrews Software *is* made up of people who have owned or operated a RIM service business comprised of a records center, media vault, shredding operation and related services. Our software was built in a live production environment.

Call us today at 1-800-807-2093. If you say "How can you help me stop pulling out my hair?" when you call, we'll spend some time answering your questions and educating you on what we know before we try to sell you anything.

We also invite you to visit [www.AndrewsSoftware.com](http://www.AndrewsSoftware.com). You'll see why our unique approach to software and support makes ASI the smart software decision for your growing company – and you'll keep a fuller head of hair.



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