

9 Questions to Ask Any Countertop Software Vendor

Before you commit, use this checklist when evaluating any shop management software.

1

How long have you been serving countertop fabricators and how many shops are actively using your software today?

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WHY IT MATTERS:

Software that hasn't been stress-tested at scale will let you down at the worst possible time.

2

What happens when something breaks or I have a question, and who actually picks up?

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WHY IT MATTERS:

The quality of support you get after the sale matters more than any feature in a demo.

3

Can you show how other fabricators use your software, and what problems it solves for them?

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WHY IT MATTERS:

A named, detailed case study proves there are real shops behind the product, solving real problems.

4

What does your implementation and onboarding process actually look like?

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WHY IT MATTERS:

A great product with poor onboarding still leads to a failed implementation.

5

What's your uptime track record and what happens during an outage?

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WHY IT MATTERS:

If your software goes down during template day, jobs stop. You need a vendor who takes reliability seriously.

6

How does your software integrate with QuickBooks and what other tools does it connect to?

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WHY IT MATTERS:

Manual data entry between systems wastes time and creates errors. Good integrations make your whole operation tighter.

7

How often do you release updates and how do customers influence what gets built?

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WHY IT MATTERS:

The software you buy today needs to still be the right tool two or three years from now.

8

What does pricing look like as my shop grows and are there any fees I should know about?

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WHY IT MATTERS:

A vendor confident in their value doesn't hide the numbers. Get the full picture before you sign.

9

Does this vendor specialize in countertop fabrication, or do they serve a wide range of industries?

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WHY IT MATTERS:

The software you buy should be built for your industry, not adapted to fit it.



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