

SOFTILLION

DO YOU HAVE THE RIGHT IT PARTNER?

Four questions to ask when choosing your IT partner.



Softillion co-founders,
Preshan Gopaul and
René Moodley

IN A MARKET FULL OF IT BUSINESSES, how does one choose a company that is reliable and affordable, but professional enough to make your growing business a success? "It's imperative you find an IT partner who knows business and IT if you plan on growing," says René Moodley, co-founder of Softillion. He recommends you find the answers to these four questions to help you select the right IT partner.



COMPANY

Softillion

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WHO IS SOFTILLION?

Softillion was built and founded by South African entrepreneurs for South African entrepreneurs. With years of experience, Softillion focuses on reliable, affordable and professional mobile applications, websites, IT and business expertise, as well as systems, security and integration for growing businesses. Softillion is driven by the philosophy of its success being achieved through the success of its clients' businesses.

WHAT IS MY IT PARTNER OFFERING MY BUSINESS?

Are they trying to sell IT products or are they actually trying to grow your business? Their purpose and drive should be to make your business a success by using the right IT, not to see how many websites or mobile apps they can build in a given period. This will tell you what their daily intent is and will help you forecast the future interactions you'll have with them. You can gauge this by looking at their values or mission and their past customer interactions.

DOES MY IT PARTNER HAVE A HIDDEN AGENDA?

In this IT age we underestimate the power of human interaction. Knowing your IT partner face-to-face and knowing things like their physical location and landline number, are key characteristics that show they're professional, accountable and responsible, as they don't have a concealed identity like fly-by-night operations.

HOW CAN MY IT PARTNER GO ABOVE AND BEYOND FOR ME?

When choosing a reliable partner, consider their commitment to you and your business. Will they be available to assist you with a problem at 3:00am or will they place your call on hold indefinitely? What is their service level agreement with you? It's critical that your IT partner values your business and won't discard you at a peak point in your financial year. You believe your business is world-class and therefore you should have world-class partners that will attend to your needs, no matter what time of the day.

DO THEY DELIVER SOLUTIONS OR PROBLEMS?

What is their interaction with you as a customer? Everyone wants and demands professional and helpful customer service. Are you treated in a way you're satisfied with? Do they talk over your head and throw in IT jargon to confuse you? Or do they take the time to help you understand what the jargon means? Ask your IT partner and their existing clients questions that will help you establish how they can really help your business, if at all.

Softillion



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