



Navabrind
IT Solutions



25+ ESSENTIAL QUESTIONS

TO ASK POTENTIAL ODOO ERP PARTNERS

**Your Complete Manufacturing Partner
Evaluation Checklist**

1. Partnership & Certification Questions

1. What is your official Odoo partnership status? (Gold, Silver, Ready, or Independent)
2. How long have you been an official Odoo partner?
3. How many certified Odoo developers do you have on staff?
4. What ongoing training do your team members receive from Odoo?

2. Manufacturing Industry Experience

1. How many manufacturing ERP implementations have you completed in the last 2 years?
2. Can you provide 3 references from clients similar to our size and industry?
3. What types of manufacturing processes do you have experience with? (discrete, process, make-to-order, make-to-stock, etc.)
4. Have you worked with companies in our specific manufacturing sector before?
5. What manufacturing compliance standards are you familiar with? (ISO, FDA, automotive standards, etc.)

3. Technical Capabilities & Implementation

1. Which Odoo modules do you specialize in for manufacturing? (MRP, Inventory, Quality, Maintenance, etc.)
2. How do you handle complex Bill of Materials (BOM) configurations?
3. What is your approach to integrating Odoo with existing manufacturing equipment?
4. Can you demonstrate your experience with shop floor data collection integration?
5. How do you handle multi-location inventory management and inter-company transfers?
6. What custom development capabilities do you offer for specialized manufacturing needs?

4. Project Management & Timeline

1. What is your typical implementation timeline for a manufacturing company our size?
2. How do you structure your implementation phases and milestones?
3. What project management methodology do you follow?
4. Who will be our dedicated project manager and what is their manufacturing ERP experience?
5. How do you handle scope changes and additional requirements during implementation?
6. What happens if the project timeline extends beyond the original estimate?

5. Data Migration & Testing

1. What is your process for migrating data from our current ERP system?
2. How do you ensure data accuracy and completeness during migration?
3. What testing procedures do you follow before go-live?
4. Do you provide parallel testing environments for validation?
5. How do you handle rollback procedures if issues arise during go-live?

6. Training & Change Management

1. What training programs do you offer for different user levels? (end-users, administrators, power users)
2. Do you provide on-site training or only remote sessions?
3. What training materials and documentation will you provide?
4. How do you handle change management for manufacturing teams?
5. Do you offer train-the-trainer programs for our internal team?

7. Ongoing Support & Maintenance

1. What support channels do you offer? (phone, email, ticketing system, chat)
2. What are your support response times for different severity levels?
3. Do you provide 24/7 emergency support for critical manufacturing issues?
4. What are your different support tier options and pricing?
5. How do you handle system updates and upgrades?
6. Do you provide proactive system monitoring and health checks?

8. Hosting & Infrastructure

1. Do you offer Odoo hosting services or recommend third-party providers?
2. What backup and disaster recovery procedures do you have in place?
3. How do you ensure system security and data protection?
4. What is your uptime guarantee and SLA commitments?
5. Can you accommodate our specific security and compliance requirements?

9. Pricing & Contract Terms

1. Can you provide a detailed breakdown of all implementation costs?
2. What are your ongoing support and maintenance fees?
3. How do you price additional users or modules in the future?
4. What payment terms and schedules do you offer?
5. Are there any hidden costs we should be aware of?
6. What happens if we need additional customizations after go-live?

10. Business Continuity & Future Growth

1. How do you handle staff turnover and knowledge retention?
2. What is your business continuity plan if key team members leave?
3. How do you support companies as they scale and grow?
4. Can you accommodate multi-site implementations in the future?
5. What is your approach to handling acquired companies or new locations?

11. Performance & Success Metrics

1. What metrics do you use to measure implementation success?
2. Can you provide case studies showing ROI improvements for manufacturing clients?
3. How do you handle performance optimization after go-live?
4. What reporting and analytics capabilities can you implement?
5. How do you measure and ensure user adoption success?



How to Use This Checklist

Before Partner Meetings:

- Review each section and identify your highest priority questions
- Prepare specific examples from your manufacturing processes
- Gather information about your current systems and challenges

During Partner Evaluations:

- Take detailed notes on each partner's responses
- Ask for specific examples and references
- Request demonstrations of relevant manufacturing modules

After Meetings:

- Score each partner's responses against your requirements
- Contact provided references to verify claims
- Compare total cost of ownership, not just implementation fees

Red Flags to Watch For:

- Vague answers about manufacturing experience
- Unrealistic timeline promises
- Reluctance to provide references
- Unclear pricing or hidden costs
- Limited post-implementation support options

Use this comprehensive checklist to ensure you select the right Odoo ERP partner for your manufacturing success. The right partner will welcome these questions and provide detailed, confident responses that demonstrate their expertise and commitment to your project.