Run this checklist before buying any SaaS tool

Important things to consider before buying a SaaS tool for your business

SaaS tool buying checklist

- [ ] This software solves an important problem and helps to grow my business.
- [ ] It will either save time or increase the revenue.
- [ ] If I am using a similar tool already, this has more value in pricing and features.
- [ ] Is there a free trial to check out the software's UI and features.
- [ ] If credit card information is needed for free trial, cancellation is easy within the trial period.
- [ ] The user interface and dashboard is easy to use with all the elements and icons clear to understand and navigate.
- [ ] If the company is in the early stages, there is a public roadmap and changelog documentation.

Customer Support

- [ ] Live chat or email support is available. In case of email support, response time is less that 24 hours.
- [ ] The highest level that can be reached in case of a critical issue. Can the Founder or anyone at the top level be reached out for direct help?
- [ ] The support team is knowledgeable and willing to resolve the issues positively.
- [ ] There are detailed how-to documentation and tutorials available covering all the major features.
- [ ] Tutorial videos and support documentation are updated constantly in case of change in UI or updated features.

Integrations

- [ ] All the necessary integrations that I currently need are available or in the roadmap to be released shortly.

- [ ] Zapier integration is available with all the essential triggers.
- [ ] More integrations are added frequently and the support team takes any specific requests for integration into consideration.

Pricing

- [ ] Pricing plans are clear and defined with all the features defined properly.
- [ ] If there is a free plan, the limitations are properly listed.
- [ ] There are no hidden costs and if the tool if the plan has any limits, the support team will notify in advance to prevent surprise costs bump.
- [ ] If it is a WordPress based tool, the pricing is applicable for how many website licenses is clearly mentioned.

Privacy

- [ ] There is a clearly defined privacy policy and terms of use listed in the website.
- [ ] The user data is stored in secured servers and there are essential recovery measures in place to avoid any user data leakage.
- [ ] The tool is GDPR compliant. Is there a Data Processing Agreement (DPA) in place.
- [ ] There has been no instance or history of security breaches in the past by the software provider.

Lifetime deals

- [ ] Why is the company offering lifetime deal. If is it because they are a early stage SaaS startup, is it sure that this is the only instance they will be offering a lifetime deal.
- [ ] Have they offered a lifetime deal anywhere else before. If so, why are they offering it again.
- [ ] Is it a very small team consisting only of few co-founders? If so, do they have any plans to expand the team.
- [ ] The company is in good financial health and have detailed plans to generate revenue in the future to stay in the market and compete.
- [ ] Is the lifetime deal a custom one? If so, will there any special offers for early adopters for upgrading to general plans in the future.
- [ ] The features included in the deal and the pricing is well explained with no ambiguity.
- [ ] When new features are included in future, will it be available for everyone who purchased the lifetime deal.
- [ ] Get a list of more that 30 free or affordable SaaS tools for your business @ https://freesaas.crd.co/
- [ ] Join free Facebook group exclusive for SaaS users and founders @ https://www.facebook.com/groups/550498729147346/
- [ ] Check out the reviews of various SaaS tools @ https://buildrealbusiness.com

Make and Share Free Checklists
checkli.com