

31 Questions To Ask Your SaaS Vendor: Skills-First Talent Management System



When you're evaluating SaaS vendors, the right questions help you uncover the one that's the perfect fit — a platform that grows with you and delivers value every step of the way.

First, we'll share questions you should ask no matter the type of business software you're buying. Then, we'll share the best questions to ask when you're searching for a skills-based talent management system.

14 Questions To Ask Every SaaS Provider

Timeline and Pricing

01

How long is the typical software implementation timeline?

Can the vendor get your talent management system programs up and running in a few weeks, or is the timeline in months? Gain clarity on the rollout schedule by asking about typical implementation timelines. That helps you plan resource allocation and ensures a smooth transition without unexpected delays.

02

What is your pricing model, and how is it structured? Are there any additional fees?

Ask how pricing is structured, e.g., based on a per-user, per-month fee, and if there are volume discounts or tiered pricing options. Ask about any extra charges for support, upgrades, or integrations, so you can accurately calculate the total cost of ownership over time.

03

What are the usual contract lengths and renewal terms?

Understanding your commitment helps you plan better. Ask about typical contract durations, renewal cycles, and any flexibility in scaling up or down.

Support and Communication

04

What customer support channels are available (phone, email, chat, etc.)? What are their hours of availability and typical response times?

When issues arise, reliable support can make or break your experience with a vendor. Understanding response times and support options is key.

05

What kinds of resources and support do you offer for software administrators and users?

Having a go-to contact or a library of resources to consult can make setup and troubleshooting easier. A vendor that invests in your success will give you the resources and help to ensure your team's confidence in managing the system.

06

How do you announce new features or changes to the platform?

Clear communication allows you to prepare for updates without disruption. Ask this question to gauge whether big updates tend to come as a surprise or if they coordinate with existing clients for smoother transitions.

07

Do you offer training or resources to help clients learn new features when they're added to the platform?

When vendors offer support resources for new features or changes in functionality, your talent teams can adapt quickly and get the most value out of the software as it evolves.

Security and Compliance

08

What data security measures are in place to protect clients? How often do you update the software and release security fixes?

Protecting sensitive HR and employee data is critical. The right vendor has strong safeguards in place to make sure your sensitive data stays safe from breaches or leaks. Regular updates show the vendor stays on top of security threats.

09

Which compliance standards (e.g., GDPR, HIPAA, SOC 2) does your platform meet?

Check if the system follows the rules that apply to your industry.

10

How do you handle system downtime?

An effective recovery plan minimizes downtime and ensures your organization is back online quickly in case of issues.

Scalability and Future Growth

11

Is the system scalable? How does it accommodate growing numbers of users and courses?

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12

What's on your roadmap for future enhancements and feature updates?

This question helps you understand the vendor's commitment to innovation and improvement. A roadmap signals that the vendor is actively investing in the future of the platform and staying ahead of industry trends. This helps you understand if the talent management system is going to evolve in a way that fits your company's needs. You also get early visibility into what's coming next so that you can prepare for changes in your processes or strategies.

Ultimately, a clear roadmap reassures you that you're partnering with a forward-thinking vendor who's capable of supporting your growth and adapting to future challenges.

13

How do you manage user access and permissions across the platform?

Effective access control keeps your data secure and ensures users can only access what they need for their roles.

14

How does your system integrate with other HR software to provide a seamless talent management experience?

Integrated systems reduce manual work, eliminate data silos, and let information flow freely between HR tools. You're already doing this by choosing a complete talent management platform, so be sure any essential systems are compatible with the new software.

15 Questions For Your Skills-First Talent Management Vendor

Skills Intelligence and Architecture

01

How does the platform identify, categorize, and validate employee skills? Does it support a custom skills library or taxonomy?

A true skills-first platform makes it easy to build a reliable skills inventory that reflects your company's needs.

02

Can the system pull skills from various data sources, including performance reviews, project history, and resumes?

Automatically mapping skills from existing data saves significant time and effort and creates a complete, accurate skills profile for each employee.

03

How does the platform keep the skills data current and relevant as jobs and employee capabilities change?

An effective system includes features to verify and track skill decay so your talent data remains accurate over time.

04

How does the system map skills to roles, projects, and career pathways in the company?

This makes internal mobility, strategic hiring, and targeted development possible.

05

Does the system show skill gaps at the individual, team, or company level?

Knowing which skills are missing helps you create effective upskilling and reskilling, as well as make strategic hiring decisions.

Personalization and Employee Experience

06

Does the platform make personalized development recommendations and career paths based on employees' skills?

Tailored guidance makes development more effective, boosting employee engagement and retention.

07

Can employees manage their own skill profiles and explore internal opportunities (projects, gigs, new roles) that match their abilities?

Empower employees to own their career journey with an internal talent marketplace.

08

Are there quizzes or feedback tools that allow employees to demonstrate their skills?

Self-assessment and peer validation tools create a clearer picture of what your people can do.

09

Can employees access the system from their phones?

Mobile access makes it easier for employees and managers to engage with the platform anytime, anywhere.

10

Does the system support multi-language capabilities?

This ensures an equitable and accessible experience for all employees.

AI, Analytics, and Automation

11

Can we create reports to track skills acquisition, development progress, and internal mobility?

Deep data insights are crucial for measuring talent strategy success, especially regarding skill development and deployment.

12

What analytics can we see to measure the ROI of our talent initiatives and the overall health of our skills pipeline?

Connecting skills data to business outcomes demonstrates the value of your talent management efforts and informs future strategy.

13

Can we set up custom dashboards for different stakeholders, like HR leaders, managers, and employees?

Tailored dashboards deliver the most useful metrics and insights to each group, saving time and improving decision-making.

14

How does the platform use AI for talent matching, recommending learning, or identifying future skill needs?

AI can automate complex tasks like matching the right person to the right project and provide predictive insights to keep your workforce ahead of the curve.

15

Can the system automate tasks like training suggestions and performance review reminders?

Automation saves time so your talent team can focus on more strategic work.

Ready to build a workforce powered by skills? Experience how ClearCo Talent Management streamlines hiring, growth, performance, and internal mobility — all in one platform.

Schedule your demo today

