

# What To Look For In A Sports SAAS Vendor

A guide to help you choose  
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## #1 - EXPERIENCE

Partner with a vendor who possesses extensive experience in your specific field, who understands the challenges, operations, and dynamics of your organization. Having an industry-specific perspective allows for more effective buy-in from stakeholders and better integration of technology.

### Questions to Ask A Vendor

- How long have you been working in the sports industry?
- Who are your partners?
- What's your customer retention rate?
- How do you select your staff?

## #2 - CUSTOMER SUPPORT

In the fast-paced world of sports, teams are constantly on the move. Therefore, responsive and global customer support is a must. Sports organizations require assistance when and where they need it.

### Questions to Ask A Vendor

- What's your average response time from customer support?
- Where is your CS team located?
- Which communication channels do you provide?
- How is onboarding managed by your team?

## #3 - INTEGRATIONS

An efficient tech stack that consolidates various tools saves both time and money. Seamless integration allows for better workflow, reducing inefficiencies and streamlining operations.

### Questions to Ask A Vendor

- Are your products integrated with other products?
- What does integration look like?

## #4 - DATA SECURITY

Dealing with large amounts of personal and sensitive data is common for sports clubs. It's essential to partner with a vendor who prioritizes data security and can demonstrate the necessary diligence in keeping your data safe.

### Questions to Ask A Vendor

- What's the security level of your product?
- How is my information stored?
- How do you ensure my data is not shared with a third party?

## #5 - TECH ROADMAP

An effective SAAS vendor should provide a well-thought-out technology roadmap, ensuring that the service remains current and adaptable. Integration, openness, and ease of data transfer are vital aspects of such a roadmap.

### Questions to Ask A Vendor

- What are the main focus areas for your product development team?
- What's the vision of the company?

## #6 - COLLABORATION

Collaboration is key. A vendor that aligns with your organization's culture and values fosters a partnership rather than a buyer-seller relationship. Open dialogue and the ability to work together to bridge gaps and meet specific needs are vital.

### Questions to Ask A Vendor

- What experience can you share from working with clubs/teams across the globe?
- How do you receive feedback from your partners?
- Through which channels?

## How Teamworks Can Support You

If you're interested in learning more about Teamworks' comprehensive solution designed specifically for the sports industry, [Connect with us](#). Crafted by sports engineers, our technology is tailored to better support elite sports organizations worldwide. We understand the unique needs and challenges sports clubs face and have created solutions that empower organizations to perform at their best.