

10 ESSENTIAL QUESTIONS

To Ask When Evaluating a Transportation Management System (TMS)

Knowing the right questions to ask when beginning a search for the right TMS can be a challenge. That's why we've put together a list of 10 questions it is essential to ask when evaluating a transportation management system. This list will help you gain an understanding of key capabilities and help you start the conversation to find the right TMS for your business.

HAVE YOU ANSWERED THESE QUESTIONS?

- ☐ How do current customers rank this TMS on review sites? (Gartner Peer Insights, Capterra, G2)
- ☐ What will the implementation process look like and what is the expected turn-around time?
- ☐ Will this TMS work for teams across my company? (Logistics, sales, customer support, etc.)
- ☐ Are there benefits for being a member of this TMS' community such as a spot market?
- ☐ Will this TMS save me time with a user friendly UI and simple processes?
- ☐ Does this TMS have a history of creating outstanding ROI for its users?
- ☐ Does this TMS give preferential treatment to any carriers or brokers?
- ☐ Will this TMS be able to adapt and grow alongside my business?
- ☐ Can I manage all modes of transportation with this TMS?
- ☐ Is this TMS cloud-based or a monolithic, in-house model?

