

## Internet Security Key Questions to Ask Providers

### Company

1. How long have you been in this business?
2. How many clients do you have? How many clients have you lost, and why?
3. What clients fall into your “sweet spot”?
4. What peripheral or support services do you offer that support your product (e.g., eCommerce, accounting, custom development, training)?

### Products/Services

1. Is your solution offered as a consulting service or on-demand solution?
  - If consulting service:**
    - a. Please describe your implementation process.
    - b. When do you re-evaluate customers’ security?
  - If SAAS/ASP:**
    - a. Do you have different service tiers?
    - b. What do they include?
    - c. Do all tiers include maintenance and support?
    - d. How often are new features introduced?
    - e. What do I do if I need a feature you don’t have or plan to have soon?
2. What optional services do you provide?
3. How long to implement a basic solution? A sophisticated one?
4. What type of training do you provide?
5. What skills does my organization (or hired third party) need to implement this platform?
6. What technical support services are available? What is your SLA?
  - a. Are there human beings I can reach during business hours?
  - b. Is your support team located in the US?
7. Which third-party products or eCommerce platform providers have you worked with??
8. Do you provide insurance against external intrusion and malicious manipulation?
9. What security certifications or legal support does your service include?

### Features

2. What key features are included in your solution?
  - a. What features are currently missing? Or on your roadmap?
  - b. What features does management love? What about shoppers?
3. What is your product’s competitive advantage over other services? Why?
  - a. Price? Dashboard? Ease of use? Flexibility? Don’t say “all of the above”.
4. Do you provide website certification? How often do you test your customers’ sites?
5. Does your service include helping clients achieve PCI Compliance?
  - a. Describe exactly what that means. Do you help clients achieve compliance in all areas, or just those directly under their control?
6. Does your service include network intrusion testing?
7. Does your service include SSL certificate creation, monitoring and replacement?
8. Do you monitor and insure data security?
9. Do you protect your clients’ visitors from phishing, scams, ad/spyware or browser hacking? How?
10. Do you have a management console or back-end tools for retailers to manage security and view their security status?
  - a. Does it include security alerts, or other notification and correction capabilities?
  - b. What else can I manage with it?
  - c. Does it include reporting and a dashboard?
    - i. Please describe reporting capabilities.
    - ii. Please provide a list of standard reports.
  - d. Is it web-based, application-based, other?

### Pricing

1. Please describe your pricing model.
  - a. How do you charge?
  - b. Are there different levels?
2. How do you charge for annual support? What about maintenance?
3. Are there any hidden fees (e.g., implementation, transaction costs, revenue sharing)?

For 1000s of Best Practices and Advice across 100s of topics:  
Join [eCommerceKnow-How.com](http://eCommerceKnow-How.com)!

©2010 FitForCommerce

eCommerce  
**KNOW-HOW**.com™  
by  Fit for Commerce