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CRITICAL QUESTIONS

to ask before your next learning tech investment



Does the tech align with our strategic goals?

Consider whether the technology will drive measurable outcomes that matter most to your business (e.g., revenue growth, employee retention).

Analyze whether the tech meets your organization's unique needs, such as closing skills gaps or increasing learner engagement.

What learning need does the tech address?





Is it userfriendly for administrators and learners?

How easy will the tech be to implement, manage, and use? Consider the UI, design, accessibility features and the learning-curve required for both admins and end-users.

Look at integration capabilities, data transferability, and compatibility with existing tools and systems. Can it integrate into existing systems?





What is the total cost of ownership?

Consider all costs associated with the technology over its lifecycle, including the costs of implementation, maintenance, training, and potential upgrades.

Make sure you'll be able to measure learning impact, track KPIs, and inform decision-making. What is the quality of data, types of analytics, reporting functionalities, and do they align with your goals.

Does it have robust data and analytics?





What is the vendor support and customer service?

How responsive is the vendor to your needs, and what kind of support (technical, onboarding, ongoing) do they provide? Check out their SLAs, help centres and training programs.

Can this technology grow with you as your needs evolve, and will it remain relevant in the face of future trends.

What customization options exist, what is the vendor's commitment to innovation and updates?

Is it scalable and future-ready?





How will it affect our organizational culture?

Will this tool align with your company culture and values, what potential resistance can you anticipate, and how well does the technology support your desired behaviors and engagement levels.

Make sure you know the risks and have a plan to mitigate them. Consider things like vendor reliability, security protocols, data protection measures, and regulatory compliance.

What are the risks?

