
Custom Enterprise Web Application Buying Checklist

Work through each section with the vendor and do not move to the next stage until every item in the current one is ticked.

SITE _____ DATE _____ COMPLETED BY _____

01 Before You Talk To Vendors

- ☐ Write down the process as it actually runs today, including the exceptions
- ☐ List every role that will read, edit or approve, and what each must not see
- ☐ List every system the application must read from or write to
- ☐ Decide where the application and its data are allowed to be hosted
- ☐ Name the internal owner who will be responsible after go-live

02 During The Feasibility Assessment

- ☐ Receive a written integration map with the access method for each system
- ☐ Test each risky integration against the real system rather than its documentation
- ☐ Review the permission model and check it against your role list
- ☐ Agree the hosting design, including any air-gapped or offline requirement
- ☐ Receive a written go or no-go with a cost model

03 Before Signing The Build

- ☐ Confirm source code ownership and licensed components in writing
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- ☐ Agree the maintenance price and support response times
- ☐ Agree the rule for handling new scope during the project
- ☐ Confirm the technology stack is one your team or market can support
- ☐ Meet the engineers who will build the system

04 During Development

- ☐ Attend every sprint demonstration with real users present
- ☐ Check that authorisation is enforced on the server for every action
- ☐ Track scope changes against the agreed trade-off rule
- ☐ Confirm data retention and access logging match your privacy obligations

05 At Go-Live And Handover

- ☐ Complete user acceptance testing against the original process map
- ☐ Receive security and performance test reports
- ☐ Receive administrator documentation and deployment instructions
- ☐ Train your own IT staff on operating and updating the system
- ☐ Keep a staging environment for testing future changes