

SmartVault Beyond the Feature Set

Why a Partnership With Your Tech Vendor is Crucial.

Gone are the days when vendor relationships were merely transactional. As we enter a new era of a society driven by technology, community, and the cloud, relationships with your tech vendor are now more important than ever. A generation ago, the idea of a relationship with your tech vendor began and ended when you got your software via floppy disc from your local electronics store. Now, in the 2020s, your tech vendor relationships begin the moment you begin your research process and continue well past implementation.

If you're looking to streamline your daily workflow and increase efficiency using a new software solution, you want to look for a solution that not only meets your needs features-wise but is offered through a vendor who can act as a partner and who can support you beyond the purchase.

Benefits of a Partnership with Your Tech Vendor

By moving away from the transactional relationship you typically have with your vendors, you end up benefiting more than most users. In fact, by establishing a partnership with your tech vendor you benefit from:

More Personalized Support

When you establish frequent conversations with your tech vendor, they are able to understand your needs more thoroughly. Even if the questions you have are small, tech support teams can offer you solutions tailored specifically to your firm's operations. This also means that when you onboard new team members, you are able to train them on your software solution more effectively because you will know how to answer all of their questions, and if for some reason you are unable to immediately, you will know how to find the answer as soon as possible.

The ability to provide feedback

A partnership works both ways and if at any point you find that your software solution could be doing more, you can share that feedback with your tech vendor. Vendors want to offer you the best solution and want to work with you to make that possible, and what better way to find out what users want than to hear it directly from their customers? By establishing a strong partnership, you are able to give the exact feedback your vendor is looking for and benefit from any improvements they make because of it.

Getting a first look at new product features

As we said, tech vendors want to get feedback directly from the end-users. When your tech vendors are ready to roll out new features, they typically choose a handful of existing customers to beta test those features before releasing them to all customers. As an end-user, if you're providing feedback about the software, your chances increase of getting chosen to beta test new features or even new products!

Increased Revenue

Last but not least, you can actually increase your client base when you work closely with your vendor. This all goes back to providing feedback and utilizing new and time-saving features. When you spend less time worrying about low-value tasks, you have more time to focus on billable services and more time to take on new clients. This means you would be putting [more money back into your bottom line](#).

Your Partnership with SmartVault

When you establish a partnership with SmartVault, you reap all of the benefits above and more. At SmartVault, our mission is to make people productive and happy. We want to work closely with users to bring a best-in-class solution to anyone needing secure document management software. [Click here to see more about how our customers have benefited from their partnerships with SmartVault!](#)



Built with bank-level security, SmartVault offers a cloud-based document management system and client portal designed to help you reduce costs, raise productivity and employee happiness, stay in compliance, and deliver higher levels of service.

SCHEDULE A DEMO

smartvault.com