Donor Wall Due Diligence - 21 Questions to Ask Vendors of Interactive & Self-Cycling Multimedia Presentations

From Hub Pages by William George

1. Do they have experience working with non-profit organizations?

2. Is designing and manufacturing donor walls and recognition displays with multimedia presentations their core business?

3. Will they be doing the design and programming of the multimedia presentation themselves or will they be subcontracting to a second vendor?

4. Can they provide specific project examples and references for projects they have developed that incorporate interactive and/or self-cycling multimedia?

5. Are they a one-stop shop? Can they design and fabricate the display? Can they design and integrate the multimedia presentation?

6. Do they have in-house writers and multimedia designers to assist with content creation?

7. Can they guide you through a content development process which might include text, graphics, video, photographs, audio, archived information, storyboarding and multimedia layout?

8. Are they knowledgeable with regards to the different types of multimedia display hardware options?

9. Do they have experience setting up, monitoring and supporting remote networks?

10. What is their database structure? Is it scalable and able to handle an unlimited number of records and search queries?

11. What is their record back-up and restoration capability?

12. Do they provide an image of the most recent version of the multimedia presentation and database, and how quickly can it be replicated?

13. Do they have experience working with the various types of lighting required for different displays and locations?

14. Do they have experience working with donor management software?

July, 2015

15. What is their system's security protocol? How is the system locked down?

16. On interactive multimedia presentations can the client measure visitor usage, areas visited, times of visits, etc?

17. What reporting procedure does the system employ?

18. How is content management handled? Can it be done remotely from the client's computer? Does it require a technical visit to the system's PC? Does it require information to be forwarded to the vendor's facility where it must be burned to a CD or DVD and then sent back to the client, who must then upload it manually to the system?

19. What ongoing monitoring system does the vendor have in place to continually check on the system's performance and address any issues that may present themselves?

20. Are they capable of integrating all or part of the multimedia presentation with the client's Web site?

21. Can they answer the technical questions posed by your IT professionals, architects and engineers?

http://hubpages.com/hub/Donor-Recognition-Interactive-Donor-Walls-Electronic-Recognition-Displays-Information-Kiosks