

15 Must-Ask Questions When Evaluating Accounting Software

Most organizations evaluate accounting software based on features, price, and brand recognition. Strong Tribal gaming operations evaluate systems based on implementation risk, internal control strength, user adoption, and long-term sustainability.

If you don't ask the questions below, you're evaluating the sales presentation — not the system.

Implementation & Adoption Risk

What does a failed implementation look like — and how do you prevent it?

Force transparency around real-world breakdowns.

How many internal staff hours will implementation realistically require?

ERP projects quietly consume accounting team capacity.

What percentage of your clients fully utilize advanced features after year one?

Adoption drives ROI. Most systems are underutilized.

How do you prevent users from reverting to Excel for critical reporting?

Shadow spreadsheets signal system weakness.

Internal Controls & Security

Show us how segregation of duties is actively enforced — not just configurable.

Configuration and enforcement are not the same thing.

Is the audit trail truly immutable? Who can override it?

In Tribal gaming, audit integrity is foundational.

How does the system handle emergency access or temporary privilege escalation?

This is where many control environments break down.

Compliance & Regulatory Alignment

What regulatory reports can be produced natively without customization?

If everything requires custom builds, costs and delays follow.

How long is historical data retained, and how easily can it be retrieved for regulators?

Compliance isn't optional — retrieval speed matters.

Integration & Automation

What integrations require third-party middleware — and who supports it?

Integration gaps create hidden risk.

What manual uploads or reconciliations will still exist after implementation?

The goal is eliminating duplication — not relocating it.

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Support & Stability

What is your average response time during peak gaming hours?

Gaming doesn't shut down at 5 PM.

What happens if our primary implementation consultant leaves mid-project?

Stability matters more than demo polish.

Longevity & Cost

What does your 3–5 year product roadmap look like for gaming clients specifically?

Is Tribal gaming a priority — or an afterthought?

What is the true 5-year cost of ownership (including consulting, upgrades, custom reports, and integrations)?

ERP pricing rarely ends at licensing.

Request a live demonstration off...

- Period locking
- Journal entry approval workflow
- Drill-down from financial statements to source transactions
- User permission configuration

Bottom Line:

An accounting system should not simply record transactions. It should strengthen internal controls, reduce manual workarounds, support compliance, and provide clear insight into Tribal operations.

Ask better questions. Get better systems.