Financial Services & Banking Evaluation Checklist

Use the same requirements with each provider. Check an item only after you have evidence, a named owner and an agreed next step.

Business / locations: _____ **Date:** _____

Provider / reviewer: _____

☐ **1. Map branches and critical workflows**

List branches, remote staff and essential client services. Identify which applications and teams depend on connectivity, phones and access to shared systems.

☐ **2. Compare primary and backup connectivity**

Verify carrier availability at each address. Ask whether backup circuits share infrastructure, how failover works and who monitors service interruptions.

☐ **3. Test client communications**

Walk through branch transfers, queues, remote calls and after-hours routing. Confirm supervisor tools, reporting and ownership of missed-call follow-up.

☐ **4. Review access and information handling**

Have qualified teams review permissions, authentication, recordings, retention and vendor responsibilities. Document required controls and agreements.

Evidence / open questions: _____

_____

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- [ ] **5. Verify integrations and licenses**

  Confirm exact CRM and business software versions, supported data fields, access scope and connector fees. Assign an owner for integration maintenance.

- [ ] **6. Validate continuity and recovery**

  Test alternate connectivity and call routing with branch staff. Record recovery expectations, escalation contacts and the steps to resume essential services.

- [ ] **7. Compare total costs and implementation**

  Include circuits, users, hardware, licenses, connectors, installation, training and support. Review contract terms, renewal dates and exit obligations.

- [ ] **8. Choose and assign accountability**

  Run the same client scenarios with each provider. Record gaps, acceptance criteria, rollout dates and who owns service and support after launch.

Decision / next action: _____

Owner: _____ **Target date:** _____

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Planning worksheet. Each supplier's scope must be verified in writing. Use qualified teams to review applicable security, legal and operational requirements.