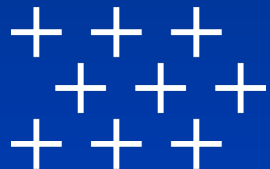




# Building Your Technology Dream Team: How to Select the Right Vendors and Get Your Money's Worth

**Presented by:**

Tommy Nguyen, StoragePug, Cofounder



**Education:** April 7-10, 2026 · **Exhibits:** April 8-9, 2026  
Caesars Forum Conference Center · Las Vegas

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# Overtime with the Experts

If you have questions and would like to speak to the presenter(s) at the end of this seminar, please follow them over to Room 305 for “Overtime With the Experts.”

This will help us clear the stage and set the room for the next presenter. Plus, you’ll have 30 minutes to converse in an open, roundtable format.

**THANK YOU!**

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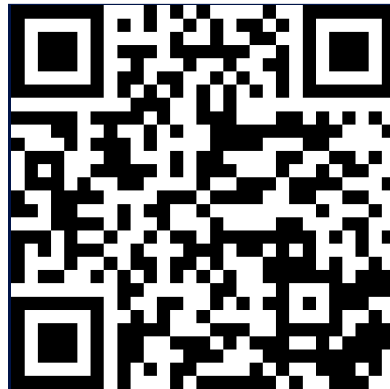




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We appreciate your input!



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# What We're Covering Today

- How to think about vendor partnerships
- A simple framework for evaluating vendors
- Key questions to ask across major vendor categories
- How to avoid common and expensive mistakes



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# The Vendor Problem

**Most operators don't have a vendor problem;**  
they have a *decision-making* problem.

- Too many tools
- Too many promises
- Not enough accountability

Good operators don't buy tools,  
they **build teams**.



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# Vendor Framework

Every vendor decision should pass three stages:



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# Discover

Before you start looking at vendors, start here:

Questions to ask yourself:

- What are my **goals**?
- Do I know what I **need**?
- What are my **core competencies**?
- What are my **options**?



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# Validate

Now look at the vendor. Features matter, but so does trust.

## Questions to ask:

- Do they do what I **need**? (features and fit)
- Are they **trusted**? (proof, references and reputation)
- Have I read the **fine print**? (terms, lock-ins, support and pricing changes)
- Are they **worth** it? (value vs. cost, ROI and time saved)



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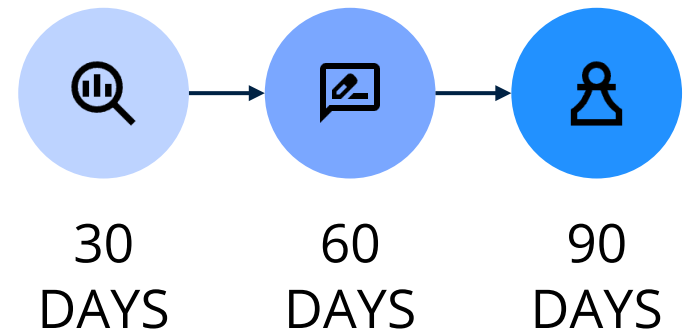


# Measure

Decide upfront how you'll evaluate them.

Questions to ask:

- How will I **evaluate** them?
- Who **owns** success, them or me?
- How do they **support** me?



**“What gets managed  
gets measured?”**

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# Vendor Questions

## What are the big questions you ask your vendors?

- **Management software**
  - Payments, integrations and reporting
- **Marketing and websites**
  - Demand generation, conversion, visibility and brand
- **Call centers and communication**
  - Calls, leads, follow-up and customer experience
- **Access control and security**
  - Gates, cameras, entry systems and reliability
- **Growth and operations**
  - Automation, process, analytics and optimization
- **Third-party management**

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# Red Flags + Green Flags



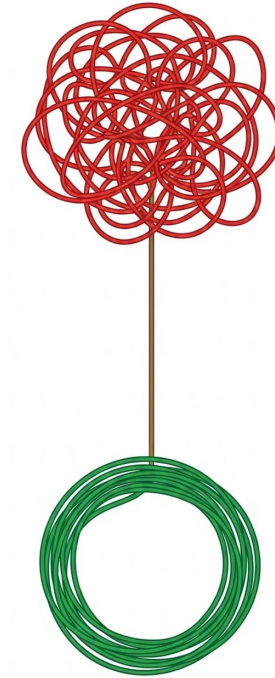
## Red Flags

- Vague promises
- No clear measurement
- Hard to get straight answers



## Green Flags

- Clear scope and pricing
- Strong references
- Clear reporting and accountability



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# Q&A

Questions are welcome!

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# Contact the Presenter



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FEEDBACK!**



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