



30 Questions to Ask Any AI Vendor

Introduction

As AI tools become more deeply embedded in workflows, and as more advanced capabilities begin to emerge, IT leaders need to go beyond basic compliance and ask harder, more illuminating questions of their potential vendors. Evaluating an AI tool is not just about functionality or cost—it's about long-term fit, enterprise-readiness, and the ability to support emerging capabilities like agentic AI.

This list is designed to help IT decision-makers ask the right questions to confidently assess AI solutions for today's needs and tomorrow's opportunities.





Core capabilities

01

What enterprise use cases does your AI solution support across teams and roles?

02

Can the system be customized to align with your organization's specific requirements, guidelines, and internal knowledge base?

03

How customizable is the product's behavior, prompts, tone, or suggestions across departments?

04

Can this solution serve as a unified interface or platform across multiple AI models or agents?



User experience

05

How easy is it for nontechnical employees to start using the tool on day one?

06

What kind of training, onboarding, or support is available?

07

Do you provide a demo or trial period for us to evaluate the solution?

08

How can we report feedback on issues or suggest improvements?



Technical deployment

09

What are the system requirements (hardware, software, browser compatibility) for deploying this solution across our organization?

10

How easily does the solution integrate with our existing tech stack?

11

What's the typical deployment timeline, and what support do you provide during rollout?



Security, privacy, and compliance

12

What process is used to evaluate the risks associated with developing AI features?

13

How is customer data encrypted in transit and at rest?

14

Is customer data ever used to train models (first or third party)?

15

Can customers bring their own encryption key (BYOK)?

16

What are the data retention policies for data we provide or generate using your AI?

17

What measures do you have in place to ensure data is kept confidential and secure, especially sensitive data?

18

What security certifications and attestations does the product hold (e.g., SOC 2 [Type 2], ISO 27001, HIPAA, etc.)?





Responsible AI

19

How transparent and explainable are your models?

20

What actions are you taking to assess and mitigate bias in your AI model to avoid potential harm, ensure fairness and equity, and promote responsible and ethical use?

21

What measures are in place to prevent the generation of harmful or inappropriate content?



Customer support

22

Do you offer ongoing support, training, and access to experts to help us maximize the value of your technology?

23

What is your SLA (service-level agreement) for uptime and support response times?

24

Do you provide documentation and resources for troubleshooting and best practices?



Measurement and ROI

25 What dashboards or reporting tools are included to track tool usage, adoption, and outcomes?

26 Can you provide a clear ROI estimate for our specific use cases?

27 What benchmarks or proof points exist from customers in our industry or of similar scale?



Future-proofing

28 How scalable is your AI solution as our needs grow?

29 What is your roadmap for future development and new capabilities?

30 How do you stay ahead of technological advancements (e.g., new large language models, orchestration platforms, agent ecosystems)?

Want to know how Grammarly stacks up?

We've answered every question in this guide so you don't have to guess.
Get Grammarly's enterprise AI evaluation snapshot.

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