

Practical Decision Checklist for Regulated Enterprises

5 Key Checkpoints to Guide Your Buy-vs-Build Decision

Map Your Regulatory Requirements Identify mandates, retention rules, and required certifications. Decide who will own ongoing compliance evidence.
Inventory Integration Points List all current and future systems. Evaluate effort, security alignment, and maintenance risk.
Estimate Ongoing Operational Cost Include monitoring, governance, patching, and recovery drills in the long-term cost model.
Plan for Human Escalation Design secure, compliant handoffs from automation to live agents across all channels.
Run a Proof of Concept Test audit logs, integrations, and escalation under real-world compliance stress.

The Ultimate Question:

Will you own these burdens or will your vendor?