Ten questions for your Anthropic Enterprise call

A pre-call checklist from amitkoth.com

A pre-call checklist for IT directors and CIOs weighing a Claude Team to Enterprise upgrade.

Anthropic publishes most of the answers in their docs. Some they do not. The ones they do not are the ones you need before signing. Bring these to the call. Ask for written answers within 10 business days. The response speed itself tells you how the post-sale relationship will go.

The questions

1. **The sales-assisted Enterprise minimum is 50 seats.** If you are at 47 today and growing, do you stage the upgrade now and grow into the seats, or wait one cycle? What does Anthropic recommend when an org is just under?
2. **SCIM identity provider support.** Microsoft Entra ID confirmed? Okta? OneLogin? Any constraints on group attribute mapping or nested-group depth? If you migrate identity providers in the next year, can the Enterprise SCIM connection follow?
3. **Compliance API depth.** How far back can you query historical events? What is the export cap per query? Is there a backfill option for events before the contract start? What is the latency between an event and when it surfaces?
4. **Managed MCP deployment.** Is Intune deployment supported through managed-mcp.json? What about Jamf or Kandji for Mac fleets? Reference customers in your industry you can talk to?
5. **Zero Data Retention behavior.** Which features auto-disable when ZDR is on? Is the toggle reversible mid-contract? Is ZDR per-org, per-team, or per-user? What happens to existing data when you first enable it?
6. **Claude in Chrome allowlist scope.** Site allowlists and blocklists are in beta on both Team and Enterprise. Can a site be allowlisted org-wide? Can it be per-role only, so Finance sees an expense platform the rest of the org cannot? What is the propagation delay after an admin change?
7. **HIPAA BAA terms.** Bundled with sales-assisted Enterprise, or a separate addendum? If you have no healthcare workflow today but might in a year, can the BAA be added later, and on what timeline?
8. **EU data residency.** Can data stay in the EU only? Configurable per-workspace, per-tenant, or only at signing? This matters if you have any EU operations or expansion plans.
9. **Claude Security scanning.** Pricing model? It is in public beta for Enterprise now, with Team and Max said to be coming. Confirm timing for your plan, whether it is included or a separate signup, and the false-positive rate against your existing SAST tooling.
10. **Migration mechanics.** Typical timeline for an org of your size with active Claude Code usage and live SSO? Recommended cutover sequencing? Is there a parallel-staging tenant for testing role config before cutover, and what is the data-merge model if so?

A useful eleventh

1. **Account team continuity.** Who is the named CSM after signing? How long do CSMs typically stay on an account? What is the escalation path for a billing dispute? This one is not in the docs, and the answer tells you how seriously they treat the relationship after the sale.

What good answers sound like

Good: specific numbers, named features, named integrations, named reference customers with introductions, willingness to follow up in writing within a stated timeframe.

Bad: general capabilities language, vague timelines, unwillingness to commit to written follow-up, deferring everything to after you sign.

The Enterprise sale is a partnership. The questions you cannot get answered before signing are the ones that surprise you after.

By Amit Kothari. Full write-up at amitkoth.com/claude-team-vs-enterprise