

Software as a Service:

Considerations when looking at SAAS



SaaS – Software as a Service

- SaaS technology has taken over the world of software provision.
- Companies are opting to go fully digital.
- SaaS is fully cloud-hosted. The application and data reside “in the cloud” providing anywhere accessibility, automatic updates and ease of scalability.
- SaaS does not require installation or maintenance of software on your own device.
- Make sure to ask the right questions when discussing your options with potential suppliers.

Uptime

- SaaS providers should be able to advise what their expected uptime is
- Majority of providers will have an uptime of >95%
- It is good to get an idea of how often system maintenances and upgrades are performed
- Consider this: Can you accept the levels of up/down time within your business?

Data Security

- Where is your data stored?
 - Is it overseas?
 - Are backups stored overseas?
 - BCS is Sydney & Perth
- Where are the SaaS developers based?
 - Are they in Australia?
 - If overseas, what data risks might there be?
- How is user & application security provided?
 - SSO
 - Administrator privileges
- Would you feel comfortable if this provider was storing your medical data?

The Product

- Is the user interface friendly and cleanly designed?
- Can you easily search for information?
- Who maintains your legislated documentation?
- Are you able to track all activities and projects easily?
- Are appropriate reports available?
- Do you need a mobile application?
- Are all the features you need included in the monthly subscription

Implementation / Post Implementation

What implementation and post-implementation support are available?

Are there resources to assist or will the SaaS provider help with the implementation?

Anyone can make a demo look easy.....but....

Do we have enough internal resources to manage the implementation phase?

Cost

- What is the real cost?
 - User License Costs
 - Project Costs
 - Do you need additional modules
 - Implementation Costs
 - Training Costs
 - Data Migration Costs
 - Data Storage Costs
 - Transactional Cost
- Are there travel costs to be incurred?

Other Critical Questions To Ask

- **Who owns the data stored in the cloud repository?**
 - *BCS clearly states the client owns the data*
- What are the terms and conditions of use of the SaaS Product? Does it provide for:
 - Allowing you to extract the information in a format that will make it easy to migrate to a new solution
 - **What charges you might incur if you decided to move away?**
- **You need to ask yourself.....Is the data going to be locked in so that migration is effectively impossible?**

Do your Homework

- Does the SaaS software provider's hype match up to reality?
- Understand exactly what the system does, how you'll implement it, and the support you'll get
- Consider the backing of the SaaS Provider
- Canvas opinions in your business to see if anyone has any other concerns they'd like raised
- Talk with people who are in the same industry, with a similar-sized company and who use the same systems

Thank You

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