



29 QUESTIONS TO ASK BEFORE YOU INVEST IN A SAAS ITSM SOLUTION

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The advantages of SaaS – Software as a Service – in IT Service Management are many.

SaaS removes many of technical barriers that have frustrated both end users and IT departments alike, reducing cost, speeding up implementation and increasing overall ROI.

But differences between SaaS offerings can be massive, and have a huge impact on all three factors.

Before you jump into the SaaS fracas, consider asking these 29 key questions of any IT Service Management vendor to ensure that your chosen SaaS solution is set to deliver the greatest possible value.

SOFTWARE

How many versions have been released on their SaaS platform?

- For a key system, you absolutely need a proven product.
- Most software vendors are not used to SaaS development technologies, so it takes a couple of versions to get it right.

How long have their paying customers been using this SaaS product in action?

- It should be years, not months.
- You don't want to take a risk because it will be very visible to your customers if the service is down.

What are the functionality differences between their SaaS and on-premise versions?

- Many SaaS offerings are newer than traditional on-premise offerings and less feature-rich.
- Ensure there are no 'misunderstandings' about functionality after the purchase.

HIDDEN COSTS

Are there extra costs for going SaaS?

Are there separate upgrade costs?

How often does the vendor release new versions?

Are there additional modules you would have to pay extra for?

SECURITY

What security certifications does their data centre hold and were they independently assessed?

- Ask about SaS70, SOC, ISO270001 and PCI compliance.
- Certified data centres have physical security measures, fire management and earthquake assessments, as well as formal security incident and disaster recovery procedures.

Where is your data held?

- Does it meet Safe Harbor Data requirements?
- Can they provide more than one data center location?

Does the provider carry out independent security reviews, vulnerability testing and penetration testing?

SATISFACTION

Is the performance of the application consistent, even during peak times?

- The vendor should spell out exact expectations for maintenance, support and availability.

Do they conduct customer satisfaction surveys?

COMPANY

How many fee paying (not free) customers already use their SaaS offering in production?

- The delivery of your services cannot be risked on under-proven software.
- The number of paying customers is a good indicator of the quality of service.

What is the customer retention rate over the past 3 years and what is the average customer tenure?

How many references do they have in your industry?

- Important if your industry uses the application in unique ways that might stress a standard implementation in another industry.

What is the company's track record?

- You don't want to find out that the reason the solution was so cheap was because they were a "fair weather start up" – and now you have to re-invest in another product.
- Traditional on-premise software vendors may need to raise their game to retain customers. Established SaaS vendors will already have proven they're up to the task.
- The SaaS model means that the profits are lower initially. This means vendors need to achieve a critical mass before they can become profitable. Investments in support may be sacrificed in the early days to keep costs down until if/when they make it.

How does the company's quality of service rate?

- Ask references about their experiences and the quality of service.
- Call in randomly into their support to see how helpful they are.

TRAINING

How much training is required?

How is training delivered?

DATA

What happens if the vendor folds?

Will you be able to get a copy of your data?

How often and what types of backups are taken?

- Modern SaaS implementations have many customers and huge amounts of data, making 'high availability' more viable for business continuity strategy than redundant sites. Nevertheless, off-site backups are important as a last resort in the event of something catastrophic such as a terrorist attack or a natural disaster.

PLATFORM

Who is their hosting partner?

Is their platform really 'high availability?'

- Explore all the reasons why the service may be unavailable, including unexpected faults as well as planned upgrades.
- A high availability platform should keep running or at least be up again within minutes if a fault occurs.
- The vendor should be able to add customers and expand the system without bringing it down. Explore their expansion process.
- With Tier 1 hosting, high availability is more valuable than redundant sites. This is because of the significant measures they employ at each of their massive data centers.

What is the published uptime for the service?

- 99.5% is an acceptable level. High premiums paid for anything higher.
- This should meet or exceed your internal uptime requirements.



At Vivantio, We Build Service Management Solutions To Help Organizations Provide The Very Best Service Possible.

We've been building software-as-a-service (SaaS) solutions for customers across the globe since 2003, including public sector organizations, large businesses and independent service companies.

In that time, we've come to learn that great service reaches well beyond your organization's help desk: it permeates every department of entire organizations and can mean the difference between reaching and exceeding goals and coming up short.

With the Vivantio Platform, we provide a service management solution that is competitively priced, flexible and scalable, so you can improve service while reducing costs and know that your unique service vision will be supported into the future.



CONTACT

Address

Vivantio North America
200 Portland Street
Boston, MA 02114

Vivantio UK
25-31 Boulevard
Weston-super-Mare
BS23 1NX

Phone

US: +1-617-982-0390

UK: +44-1934-424840

Online

Email: info@vivantio.com

Website: www.vivantio.com
