

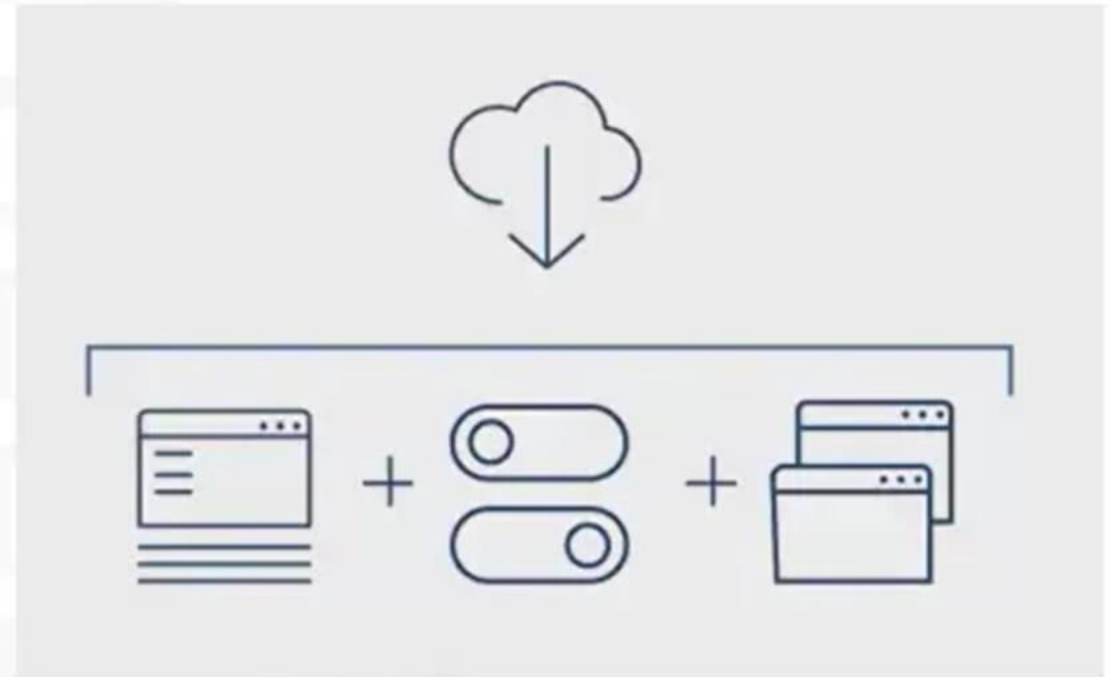


Skills
Network

Software-as-a-Service

What is SaaS?

Software-as-a-service:
a cloud offering that provides
access to a service provider's
cloud-based software.



SaaS Supports



Email and
Collaboration



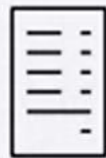
Customer
Relationship
Management



Human Resource
Management



Financial
Management



Billing and
Collaboration



Key Characteristics



Multitenant Architecture



Manage Privileges and Monitor Data



Security, Compliance, Maintenance



Customize Applications



Subscription Model



Scalable Resources



Key Benefits

- Greatly reduce the time from decision to value
- Increase workforce productivity and efficiency
- Users can access core business apps from anywhere
- Buy and deploy apps in minutes
- Spread out software costs over time



Use Cases

Organizations are moving to SaaS to:

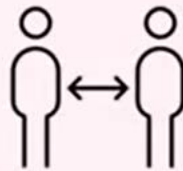
- Reduce on-premises IT infrastructure and capital expenditure
- Avoid ongoing upgrades, maintenance, and patching
- Run applications with minimal input
- Manage websites, marketing, sales, and operations
- Gain resilience and business continuity of the cloud provider

→ Trending towards SaaS integration platforms

Concerns



Data ownership
and data safety



Third-party maintains
business-critical data



Needs good network
connection