One of the main advantages of SaaS, like all cloud-computing environments that include the services such as PaaS and HaaS, is that the hardware management is handled by the provider. With the economy of scale, especially for a cloud company like AWS, this can be considerably cheaper than an in-house solution for the SaaS provider. Cloud providers also provide advantages in ease of scalability and backup and recovery. (Apostu, 2013) It is also likely that the administrators who work for the cloud provider will be far more proficient, especially for security, as the knowledge pool shared by their peers would be considerable. (Jones, 2015).

A considerable disadvantage would be that you are giving access to your hardware and data to a 3rd party. (Jones, 2015) Any requirement where having a third party having physical access isn’t allowed would make SaaS not a viable option.

To somewhat mitigate concerns about third person physical access, I would encrypt all sensitive data. While this is a required step regardless of where the data is stored, it is only that much more important when hosted in the cloud. Choosing a well-known and trusted cloud provider is also a requirement. Hosting your service across multiple cloud providers can greatly increase uptime resiliency. Though this step increases complexity of the network configuration as well as increasing the vulnerability of third parties having access to your physical hardware.

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