**Week2 Podcast Reflection**

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**Podcast Reflection: Learnings from Loggly, an enterprise-Level SaaS Product**

By listening to this week’s podcast, I really learnt a lot from this successful business case which makes use of the latest cloud computing technologies (SaaS) to bring an organization to next enterprise level. Based on the co-speaker, Manoj Chaudhary, the then CTO & VP of Engineering of Loggly, a SaaS log management company, Loggly is originally designed without enough scalability to meet an enterprise-level requirement. This podcast not only includes the discussion on difference between SaaS software and packaged software, but also highlights the prioritized concerns and mistakes to avoid when building an enterprise-level SaaS product. What also inspires me is the positive attitude from Manoj towards AWS, whose centralized log management shows strong ambition in the log management industry.

**Enterprise-level SaaS Product**

Below are details that I learnt and got inspired from the topics as well as online relevant readings about the enterprise-level SaaS product. Let’s see what the definition of enterprise-level SaaS product is first.

**Enterprise-level SaaS Definition**

Enterprise-level SaaS is cloud-based software designed to meet the complex needs of large organizations-typically those with 1000+ employees…… enterprise SaaS works on a subscription model…… This offers several advantages, including lower upfront costs, easier implementation, and automatic updates (2025, Berwanger). I think you should have noticed the keywords here in above statement, “lower upfront costs, easier implementation, and automatic updates”. These might be the genes in the SaaS domains.

**Scalability**

What really matters is Scalability. Scalability is crucial for enterprise SaaS. As your business grows, your software needs to keep pace (2025, Berwanger). This quote shows the unsubstituted presence of scalability in SaaS. No one expects their business to stop growing bigger. The pressure comes to the server side along with the increase of users. That is the main concern when Manoj re-architects and rewrites the Loggly. He simply put scalability in the P1 priority and claimed to keep data reliability and system stability no matter what rate the logs were sent to the server. That was really challenging then.

**Cost Management**

The topic on the difference between SaaS and Packaged Software, is actually another reflection of the advantages of SaaS, deeply cultivated with scalability, as well as providing a different pricing model - subscription. Either lower upfront cost or pay-as-you-go would be an attractive option for small businesses or individual freelancers. Even larger companies could benefit from this feature if correctly clean architected without abusing computing resources.

**Summary: Challenges and Opportunities**

I would summarize this podcast into two types of challenges. One is directly from SaaS itself, the unpredictable customized pattern from users. Because it is SaaS, means that the users of this SaaS product would have kind of customization in the usage or behaviors. Manoj suggested that we never assume how our clients would use our SaaS product in a specific pattern. Thus, we could focus on building strong features to support flexible usage. The second one comes from external competitors, like AWS, the big shark. I really like the way that Manoj sees AWS as its partner, not a rival in the log management market. This positive attitude really inspires me to think about what my business or my career is currently undergoing.

**References**

Berwanger, J. (2025, March 20). Enterprise-Level SaaS: A Complete Guide for 2024. HubiFi. https://www.hubifi.com/blog/enterprise-level-saas-guide

Sangameswaran, K. (2023, June 14). Feature prioritization in enterprise SaaS. Medium. https://medium.com/design-bootcamp/feature-prioritization-in-enterprise-saas-b7e20a1fcb1f