Benefit and Cost analysis

A picture containing graphical user interface

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SaaS vs installed Software

Installed software

Pros: Located on-site, is more customizable, and allows for stronger and more in-depth integration with other IT systems. You have the most control over it and can modify the system if we need very specific features and tasks for our software to perform. May also be more secure since the data is stored in-house. Could potentially lease this software.

Cons: Large upfront costs due to licensing fees, hardware costs, and training and support costs. TCO can be high.

SaaS

Pros: Already put together and installed, it’s faster to get up and running. Cheaper than installed software in the short-term and can allow less spending on IT personnel. Security lies on the SaaS vendor so it may not be a large concern, as they are responsible if our data is compromised.

Cons: Lose control over the software and how it’s implemented. Customization is more limited. Reliant on third party means our company is dependent on theirs, which could be an issue if they go under. Paying periodic subscription fees could be more expensive in the long term than paying upfront.

I believe long-term we will want to develop our own software, but may use a SaaS temporarily if we need to start servicing our customers immediately.

System Functionality

Essential Functionality

* Customer profiles with customer information and service history
* Technician calendar to schedule service appointments
* Management reporting to see cost/service times.
* FAQ area

Additional Functionality

* Email from within the application
* Live chat with customers
* Collision detection to see if someone is already working on a ticket.
* Automated service
* Self-service functionality