Cloud for Enterprise Software – Project Report

Group - 5

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Background and Assumptions:

We are a product based medium size business of 250 Employees. Our sales team is roughly around 35 people (15%). This is a little dwarf sales team that might grow in future. But we see a steady growth and not exponential or rapid. Currently we are not using CRM and we don't have enough infrastructure to support our own servers. But we do have a skilled IT team which is expert in cloud and is trying to analyze which cloud is better.

Requirements:

We want CRM and we want that CRM on cloud.CRM solution has already been found and is EspoCRM. We want to select a right cloud which will give good performance, cost effective solutions, something out of the box – customizable.

About EspoCRM:

An open source web application that allows you to see, enter and evaluate all your company relationships regardless of the type. People, companies, projects or opportunities — all in an easy and intuitive interface.

Why EspoCRM?

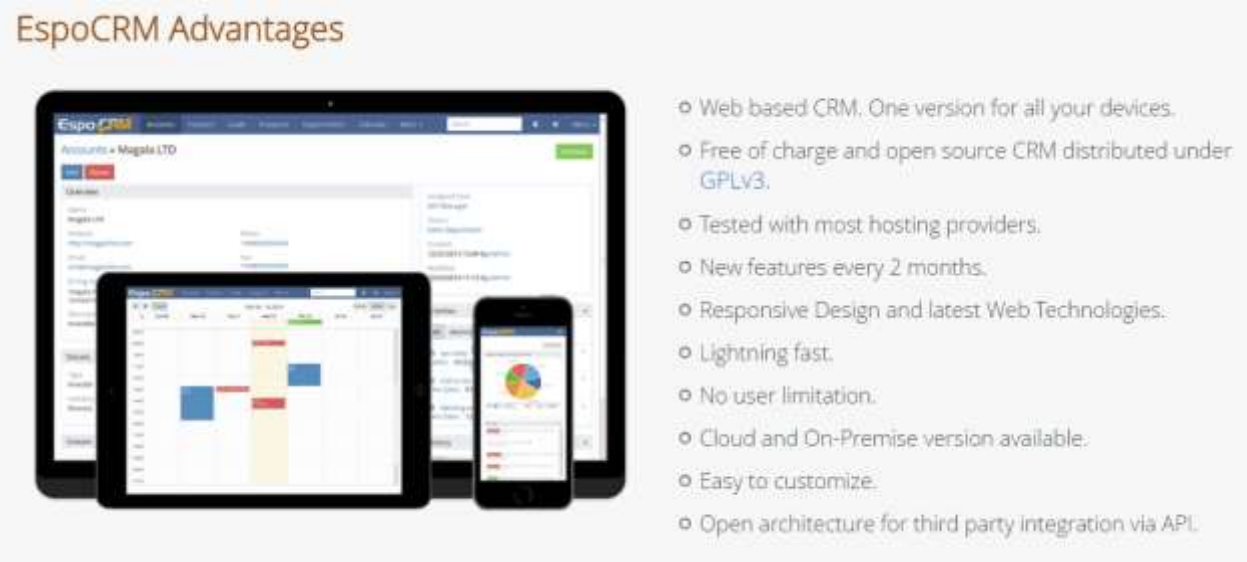

Figure 1: EspoCRM Advantages

There are two options for using EspoCRM: On-Premise — CRM software is installed on your server; CRM in the Cloud — CRM service where your data is stored in the cloud.

Figure 2: Comparison of EspoCRM On-Premise vs Cloud

Why not EspoCRM cloud?

EspoCRM already has cloud servers – SaaS and servers are available only in Germany and Canada. There might be problems with caching and CDN services in future. Not to forget about availability issues too! When we compare pricing of EspoCRM cloud vs AWS or Azure, it is better to go for big clouds as they are little cheaper. As we discussed, better cloud service providers already in the market and we specifically want IaaS and PaaS solutions since we have skilled IT team.

Why AWS vs Azure?

Figure 3: Cloud Service Providers analysis

It's one of the most common questions enterprise customers today face as they look to go to the cloud. According to this year's Gartner's Magic Quadrant report, the two cloud powerhouses are the clear market leaders, and as they each add new services to their arsenal and expand their service offerings, customers must decide which one is best-suited for their business needs. This, of course, is in the context of public cloud, whereas the question of OpenStack vs. VMware usually arises in the context of private cloud. And with reports popping up all the time that demonstrate growing numbers around every hybrid cloud mix-and-match scenario, many enterprises are debating on what to bet their cloud strategy.

To begin this comparison, it's important to understand how each has evolved. Azure was built as a holistic platform and has been geared toward the enterprise from the beginning. It began as a platform as a service (PaaS), making it easier for developers to build applications without worrying about the servers on which they're running. In addition, part of the Azure approach always has been to think about how to integrate each service to the platform as a whole and support enterprises' IT flexibility with keeping specific workloads on-premises while complementing their IT requirements with services running on the cloud.

AWS, on the other hand, started scaling from the infrastructure from the beginning. Its approach has been to continually be ahead of the innovation curve and offer services that IT operations can easily comprehend and use to support their compute and storage requirements on demand.

About AWS:

Amazon Web Services (AWS) is a comprehensive, evolving cloud computing platform provided by Amazon.com. Web services are sometimes called cloud services or remote computing services. The first AWS offerings were launched in 2006 to provide online services for websites and client-side applications.

To minimize the impact of outages and ensure robustness of the system, AWS is geographically diversified into regions. These regions have central hubs in the Eastern USA, Western USA (two locations), Brazil, Ireland, Singapore, Japan, and Australia. Each region comprises multiple smaller geographic areas called availability zones.

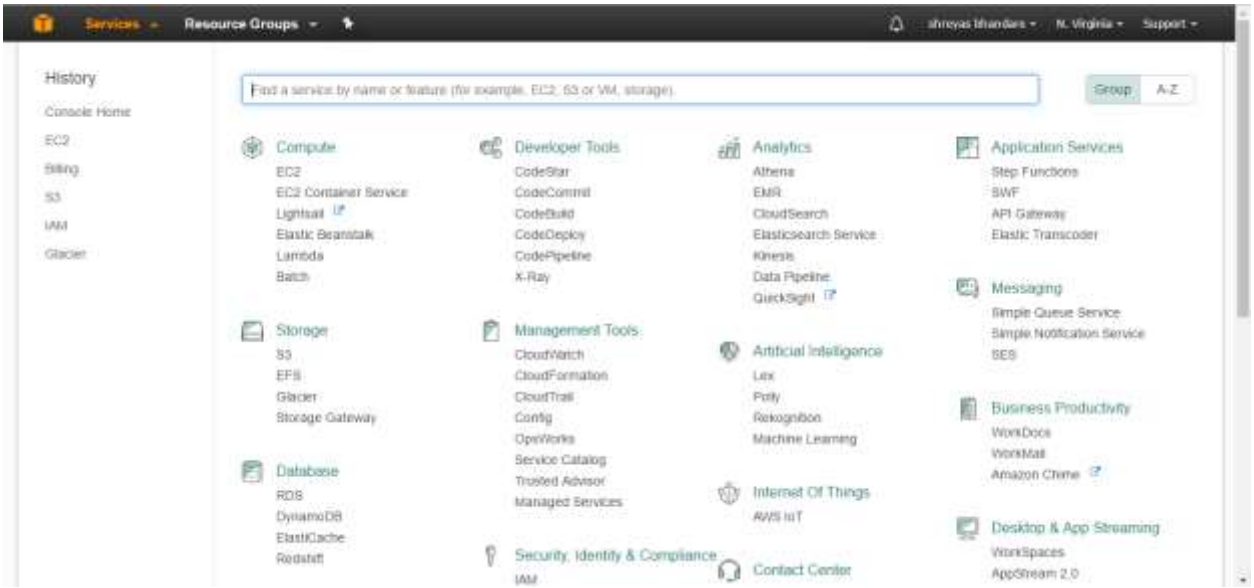

Figure 4: AWS services overview

About Microsoft Azure:

Microsoft has leveraged its constantly-expanding worldwide network of data centers to create Azure, a cloud platform for building, deploying, and managing services and applications, anywhere. Azure lets you add cloud capabilities to your existing network through its platform as a service (PaaS) model, or entrust Microsoft with all of your computing and network needs with Infrastructure as a Service (IaaS). Either option provides secure, reliable access to your cloud hosted data—one built on Microsoft's proven architecture.
Azure provides an ever expanding array of products and services designed to meet all your needs through one convenient, easy to manage platform. Below are just some of the capabilities Microsoft offers through Azure and tips for determining if the Microsoft cloud is the right choice for your organization.

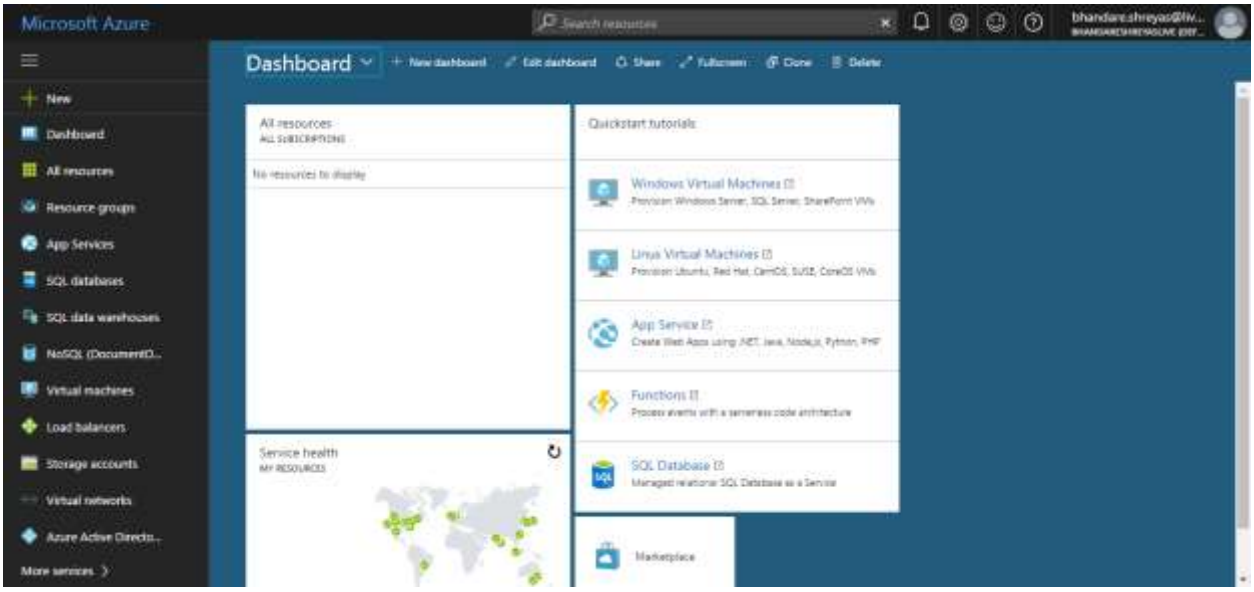

Figure 5: Azure services overview

Features to compare AWS and Azure:

We compared AWS and Azure for EspoCRM based on following features and divided these into more sup-parts:

- Service Offering
- Security
- Cost
- Management Tools
- Availability
- Scalability
- Fault Tolerance
- Extra Benefits

*Note: please have a look at feature comparison matrix document for detailed comparison.

There are more features on both AWS and Microsoft Azure to compare. But given the specific scenario and the importance of needs at that particular time, we came up with these 8 features. These features are sub divided into around 60 subparts.

Recommendation:

Based on the points discussed above, we assigned binary values to each AWS and Azure for deciding section wise winner. Total of all the sections will suggest final winner.

	AWS	Microsoft Azure
Service Offerings	**1**	**0**
Security	**0**	**1**
Cost	**1**	**0**
Management Tools	**0**	**1**
Availability	**1**	**0**
Scalability	**0**	**1**
Fault Tolerance	**1**	**0**
Extra Benefits	**1**	**1**
Total	**5**	**4**

Conclusion:

Based on above binary grading scale for comparisons, for this particular enterprise software – EspoCRM, we came up with winner which is **Amazon Web Services**!

References:

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