



Our Consultants

Insight ITC is a full service and support consultancy company. Our highly skilled business professionals achieve their highest levels of success through particular specializations which deliver commitment, excellence, and unrivaled consistency.

SaaS Key Summary

• Defining Software as a Service.

Extensive use of the service must be well defined in terms of its strategic impact on the business as a whole, i.e. "how can SaaS enable sustainable growth?".

• SaaS demands you make contingencies for failure of service.

A lack of substitutability and second sourcing options with any commodity creates a strategic weakness in terms of security, competition and pricing.

• Customization of SaaS Applications.

Customization reduces substitutability and given that SaaS covers commodity-like activities, the strategic benefit of customization is highly dubious.

• SaaS is not suited to highly specialized 'niche' systems.

SaaS is not suitable for innovative or highly specialized niche systems unless infrastructure is commodity-driven, organizationally. However, SaaS may be used to provide one or more components in such systems.

Contact Information



Insight ITC
e-Business Consulting. Delivered

PO Box 2092

Deland, Florida 32721

407.792.9600 ph -- 480.287.8518 fax

contactus@insightitc.com

www.insightitc.com

Technology working for you

Software as a Service



Is SaaS Safe?

Users of SaaS must be able to trust the provider of the service, particularly if the application stores the user's data. The provider needs to be trusted with both the intention and the ability to safeguard this information.

The Costs?

SaaS applications are generally priced on a per-user basis, sometimes with a relatively small minimum number of users and often with additional fees for extra bandwidth and storage. SaaS revenue streams to the vendor are therefore lower initially but rise as the service demand increases and 'paid-for' subscriptions continue recurring.

Key Questions

- Buy or Rent, which is more profitable ?
- Who 'owns' the remote data; is it safe ?
- 24/7 Internet required – good or bad ?
- Who should control the Application ?

Exploring new software opportunities.

Software as a Service (SaaS) is a service provided to customers across the Internet. Essentially, it is a model of software deployment where an application is usually hosted by a third party company, such as an Application Service Provider (ASP).

By eliminating the need to install and run the application on the customer's own business computer, SaaS alleviates the customer's burden of software maintenance, ongoing operation, and support.

However, customers who adopt this model also relinquish control over software versions or changing requirements. Also, costs to use the service become a continuous expense, rather than a single capital outlay at time of purchase.

Using SaaS also can potentially reduce that up-front expense of software

purchases, through less costly, on-demand pricing. From the software vendor's standpoint, SaaS provides stronger protection of its intellectual property and establishes an ongoing revenue stream.

The SaaS software vendor may host the application on its own web server, or this function may be handled by a third-party ASP. Either way, end users may reduce their investment on server hardware too.

SaaS does have its advantages, but Insight ITC recommends you do your home work first. Removing expenses associated with providing your own technology may in fact increase overall costs for delivering the application services.

[Contact us](#) to learn how Insight ITC can help your business to profit from SaaS.