

In a recent press release the Gartner Group stated:

The market for software as a service (SaaS) is forecast to reach \$8 Billion in 2009, a 21.9 percent increase from 2008 revenue of \$6.6 billion, according to Gartner, Inc.

The market will consist of growth through 2013 when worldwide SaaS revenue will total \$16 billion for the enterprise application market

So what's fueling the adoption of the software as a service?

Throughout the economic recession, as you can imagine, budgets became tighter. Businesses still needed to find answers to solving their information management problems.

*" Many factors are driving adoption of SAAS, including the benefits of rapid deployment and rapid RIO, less upfront capital investment , and a decreased reliance on limited implementation resources," said Ms. Metz of The Gartner Group*

## Can SaaS Enterprise Content Management (ECM) be the right solution and be a success for your company?

The purpose of this document is to give you an insight what general questions SaaS ECM generates if you are in a selection process for the ECM application and a supplier.

As a start of this document an explanation of what SaaS ECM is:

### Software as a Service for Enterprise Content Management.

What is Software as a Service (SaaS) :

- SaaS is a software deployment model in which an enterprise application is delivered and managed as a service by the vendor to meet the needs of multiple customers simultaneously. A widely used example is the service model used by ADP, Raet, to provide payroll DIGITECH Systems to provide ECM and other business services to multiple organizations.
- SaaS solutions are delivered via a network, most often the Web. They are priced on a subscription service basis, often based on the number of users or seats.
- This SaaS model shifts the burden of getting and keeping an enterprise application up and running from the customer to the vendor. It permits users to leverage the software functionality without the burden of deploying and managing the software themselves. It also eliminates the added costs and complexities of deploying additional hardware and software, or dedicating additional staff resources to support the enterprise application on an ongoing basis.
- The SaaS model also enables every customer to benefit from the vendor's latest technological features without the disruptions and costs associated with software updates and upgrades.

What is Enterprise Content Management (ECM):

- Enterprise Content Management (ECM) is the strategies, methods and tools used to capture, manage, store, preserve, and deliver content and documents related to

organizational processes. ECM tools and strategies allow the management of an organization's unstructured information, wherever that information exists

SaaS ECM is an innovative technology and translates the traditional on premise solution into a service.

This service offers you a complete solution for managing your documents throughout your enterprise against a subscription fee per month, per quarter or per year.

These costs include all services without the need for any additional investment in software and hardware.

If you as a decision maker or member of a project team have decided to do a survey in the SaaS ECM market with in mind ".....*SaaS can be the right solution for our company at this moment in time.....* "

Than this are the things to consider:

**1. Overall Investment in ECM:**

- Are you willing to pay a large amount upfront for the software, hardware and related IT-expenses?
- Or make the change to an annual/monthly subscription model which includes everything.

**2. Price/subscription configuration**

- Is the subscription per user or is it unlimited?
- Is the subscription per document, page or document type?
- Is the subscription per KB, MB or GB?
- Is the subscription flexible for what I periodically need?
- What does the subscription include?

**3. The SaaS ECM application functionality in general terms:**

- Scan, capture, OCR, barcode, index-field population.
- Feeding documents into the storage area.
- Native Storage of data(documents).
- Native Storage of my valuable faxes and emails.
- Indexing on index-field and full-text.
- Search on index fields and full-text.
- Retrieval and viewing data in native file format.
- Flexibility of multiple archives with multiple index-fields.
- Does the application have version management and check-in and check-out.
- Business Process Management, Workflow.
- Integration with Microsoft Office.
- Rules and regulations.
- Group, user, data and field management.
- Integrity.
- Security.
- Encryption.
- Redundancy.
- Disaster Recovery.
- Can the application export the stored data in native format.
- Can the application export the index data in native format.

**4. Applications Integration:**

- Are there integration tools like wizards and API kits
- Any legacy applications you want to integrate?
- How many applications do you have to integrate?
- Are vertical applications like HRM, Lawyer, Finance, Project, Cad, etc. for particular industries.
- Are there standard integrations like SharePoint, ERP, HRM and/or CRM?
- Does integration fit into a particular SaaS ECM model?

**5. Implementation Timeframe:**

- Is SaaS ECM really that much faster to implement?
  - How can they prove that.
  - Do they have experience in my market space?
  - Can they help me with back file conversion?
  - Can they help me with scanner integration?
  - Can they help with Multi functional integration?
- Do they offer a trial with my example data
- Do they work with templates?
- Do they have referent sites and cases?

**6. Security:**

- Are you willing to (potentially) have your very sensitive data be stored outside the firewall?
- And if, how secure is your data stored.
- Can I have a daily or weekly backup of the data in my own premises?
- Can I have a daily or weekly backup of the data at the reseller site?
- And is the data stored in more than one computer site
- What uptime can they guaranty?
- Can they encrypt your valuable data at REST?
- How are the security and protecting rules in and around the computer sites?
- Does the services comply with regulations like SAS70-2

**7. Training, Support, Maintenance and Service license Agreement(SLA):**

- Does your SaaS ECM vendor offer any of that?
- Do they have a training program?
  - For end users over the web?
  - For the knowledge workers?
  - For the administrators?
- What are their response times?
- For how much in recurring costs?
- Do you want to pay a monthly subscription fee with includes software subscription, bug fixes, new functionality, unlimited free support?
- Can they offer a SLA?
- Do they have additional services like creating cd/dvd or harddisk with my selected data?

**8. Vendor Stability:**

- Are you sure, your company wants to invest cash in this particular SaaS ECM vendor?
- Do they have a track record with Saas ECM or are you one of the first implementations.

### 9. New Releases:

- Do SaaS ECM vendors really have shorter product release cycles?
- Are you willing to go through frequent upgrade pains?
- How is the SaaS ECM vendor protecting you against frequent upgrade pains?

### 10. Scalability:

- Will your SaaS ECM vendor allow for future organizational involvement and code customizations?
- Do they have modules you can use for future needs.
- Can we start on departmental level and grow to enterprise wise.
- Can the application handle more than one subject- or company-archive
- Can we migrate from Saas ECM to an on premise ECM Solution

### 11. Compatibility:

- Is your prospect SaaS ECM vendor compatible with your organization.
- Does the Saas ECM Vendor understand your business needs.
- Can you achieve your business goals with the Saas ECM solution.
- Does the SaaS ECM solution offer your employees satisfaction and awareness.
- Does the SaaS ECM solution offer your customer satisfaction?
- Can the Saas ECM solution be implemented in the existing IT-infrastructure.

## Conclusion

The question you have to ask yourself as a decision maker is the following:

- Is the expected Total Cost of Ownership (TCO) equal or lower than an on premise solution with regards to the total offering?
- Can your management and their team members take faster, reliable and better business decisions if all the related documents are available anywhere, any time and at any moment.
- Is your IT-Staff convinced that SaaS ECM is as good or better than an in-house installation.
- Will your employees adapt the ECM solution to solve their daily document needs, questions and problems.

And if you can answer, that from a business prospective "*SaaS is the right solution for our company at this moment in time*" then you have a **yes**. There are no hurdles any more to take the big step into the SaaS Solution arena.

RaamProducts as the supplier of the DIGITECH Systems ImageSilo® SaaS Solution powered with PaperVision® Enterprise, you can be sure that all the mentioned subjects are handled in a more than sufficient way to suite your need in your enterprise.

The more than 10 years of SaaS ECM experience is the reason that we have proven to be successful and thousands of customers plus ten thousands of daily users prove that.

If you have questions please contact us at [Sales@Raamproducts.com](mailto:Sales@Raamproducts.com)

Created By: L. Tokkie | RaamProducts