SaaS Assist 4 Pillars of Support

Commercial | Technology | **Service Delivery** | Sales

SaaS Assist aspects of support

The SaaS Assist programme can help you to deliver the SaaS offering your customers want – whether you're running it yourself, or working with an MSP.

SaaS delivery options

No matter how good your SaaS application is, it has to be delivered to customers quickly, reliably and easily. So, who's best equipped to help you achieve that goal?

If you plan on managing the operation of your SaaS offering yourself, IBM makes an ideal partner – with considerable experience in helping clients to set up and run cloud based solutions. In fact, 80% of Fortune 500 companies use IBM's cloud capabilities. Whether you plan on doing this on your own infrastructure or running it on a Public Cloud service we can provide practical guidance and assistance.

Alternatively, if you plan on working with an MSP, again IBM can help. We have a network of MSPs that we work with who are experienced in partnering with ISVs to deliver SaaS solutions both on their own infrastructure or running on the IBM Cloud.

SaaS Assist can help you to find – and introduce you to – MSPs who can help you.

Important considerations when working with MSPs

1. How will 1st level Help Desk support be handled? Do you want initial calls to be handled by the MSP, with application specific ones passed to you? Or would you rather initial calls come to you, with you passing service delivery issues to the MSP?

2. How will subscription management be handled?

3. How will usage and performance be measured?

4. How will pricing, billing and payment processing be handled?

5. How will provisioning be handled?

6. What degree of self-service will be enabled for users to modify subscriptions, manage users and monitor their usage?

7. Does the approach to security in the service delivery support your overall security objectives for your SaaS solution?

8. On what basis will you be charged by the MSP, and how well is that aligned to the charging model you have decided to use for your clients?

SaaS Assist can help you to consider these issues.

Mobile performance

Along with big data and analytics, mobile applications are a key growth area. And mobile performance can make the difference between success and failure.

IBM application performance management solutions help you to manage the performance and availability of your applications.

Our solutions can identify bottlenecks and quickly detect the cause of your application performance problems.

SaaS Assist offers a workshop on Architecting for Mobile Apps Performance. The session covers approaches to building an experience that delights your users every time.

Appliances

As you create your new SaaS offering, it's worth exploring if there's a market opportunity for an Appliance-based solution. Many ISVs are finding that some clients want to move away from buying licences and running their own infrastructure, but need to keep some applications and data in their own data centre.

For these clients, ISVs are packaging and selling their application as an appliance on pre-tested and configured hardware, which is then managed remotely for the client.

This allows them to still consume the application functionality as a service, but have it physically running on their premises. SaaS Assist offers a half day Appliance Design Workshop that examines what is required to adapt one of your solutions to become a standalone appliance.

The output of the workshop is a set of next actions and considerations, together with a one page example of a potential architectural pattern.

Practical ways IBM can help

IBM Cloud IaaS free trial

Appliance Design Workshop

Architecting for mobile apps performance

Introductions to SaaS specialist CSPs

Why IBM?

IBM is the perfect partner to help you on your journey from on-premise to the cloud, no matter what stage of that journey you are on, because:

☑ We're engaged in SaaS ourselves.

☑ We understand the technology and the software involved.

☑ We have a multitude of offerings to help ISVs make the most of their SaaS solutions.

☑ We provide ISVs with access to resources that can support the successful transition to SaaS.

If you have any questions about any aspect of SaaS, or SaaS Assist, please call: **020 3318 0057**.