Not All Clouds Are Created Equal

The difference in On Premise, Hosting and SaaS
– and why it matters to you

James Wishart – Industry Director

Transforming business, making life simple

Tuesday, November 27, 2018
PLEDGE 1%
technologyone | foundation
unite | donate | participate

1% profit | 1% time | 1% product
A multi-million dollar commitment annually
OUR GOAL IS TO GET OVER 500,000 CHILDREN OUT OF POVERTY

technologyone | foundation

unite | donate | participate
Agenda

• Advantages of Cloud vs On Premise
• Hosting vs SaaS
• SaaS vs SaaS
• Busting some Common Myths
Advantages of Cloud vs On Premise

It’s all about RESPONSIBILITY

• Hardware Provision and Management
• Software Installation and Deployment
• Software Maintenance & Upgrades
• Backups and Disaster Recovery
• Performance, Scalability, Reliability
• Security
• Deployment in multiple locations
• Mobility – full ERP suite on your mobile!

Plus costs in dollars and downtime of managing all that On Premise
Hosting vs SaaS
Not all Clouds are equal (part 1)

“Just shifting your On Premise problems to someone else’s data centre.”

Hosting Problems:
• Single tenanted application
• Upgrades managed by you
• Application Security
• Dealing with 2 vendors

SaaS Benefits:
• Multi tenancy – Economies of Scale
• Disaster Redundancy – ‘Always On’
• Up to date hardware and software
• Insights – pre-emptive support

SaaS - Every dollar invested benefits every customer
How can I tell Hosting from True SaaS?

- Is the software developer running the platform?
- Is the application layer single or multi-tenant?
- Am I getting security guarantees on the software application or just the hardware?
- Are upgrades included as part of my subscription or do I need to pay extra?
SaaS vs SaaS
Not all Clouds are created equal (part 2)

Database Tenancy – multi v single
Disaster Recovery/Redundancy
Insights – proactive troubleshooting
Security, compliance, certifications
Myth Busting

“Daddy Long Legs are the most venomous spiders on the planet but their fangs are too small to inject the venom!!”

“If you don’t forward this message to at least 5 friends, your Facebook account will be deleted and you will also contract a horrible disease!!”
Myth - Cloud is not Secure

Critical to survival as a SaaS provider

Economies of Scale
• Allows Expensive Security
• Cost shared over entire customer base

We engage professional hackers!
• Testing new cloud releases
• Offer bounties

Certifications

Cross-Industry benefits
Myth – Certifications don’t really mean much

Security, Privacy and Compliance

ISOxxx = “we have a process”

SOCx = auditors sit over our shoulder to ensure we comply in practice

Industry standards e.g. Government

GDPR

HIPAA
Myth – There is no support if something goes wrong

Happy, supported customers are the lifeblood of a true SaaS provider

True SaaS actually enables next generation proactive support:

• Proactive monitoring
• Proactive intervention
• Self Healing
Myth – If the data centre explodes, I lose my data

We’re beyond Disaster Recovery

SaaS is ‘Always On’ – Disaster Redundancy
Myth – Transitioning to the cloud is just too hard!

Ask your SaaS providers for advice, they have:
Experience
Learned Lessons
Developed Tools & Services
• Data migration assistants
• SaaS readiness discovery tools
• Value add services – e.g. Data Retention

What is your organisation’s cloud transition strategy?
Key Takeaways & Actions

All Clouds are not equal!

Call to Action:

• Plan your organisation’s cloud transition strategy now
• Align with best practice SaaS
• Engage your preferred SaaS vendors for advice
• Transform your organisation
technologyone
Transforming business, making life simple