

# 7 Questions To Ask Your SaaS Vendor



## Ready to make a move to the cloud?

There are a lot of SaaS options out there, which means that selecting just one can feel overwhelming. Choosing a vendor that will enable you to efficiently accomplish your goals is no easy task, as the software you implement can alter your organization's inner workings—effecting other tools in your tech stack, as well as the productivity of your workforce.

Fortunately, there are some steps you can take to make sure you're thoroughly researching every contending software before taking the plunge. These seven questions will help you narrow down the options and ensure you choose the SaaS vendor that is the right fit for your organization.



**1. How long have you been operating as a SaaS vendor?**

Even the greatest strategy doesn't equate to a solid solution. Having the benefit of experience is the only way to know if a SaaS vendor is up to your organization's specific challenges. More experienced vendors will have a greater handle on how to provide excellent quality, expand services, reduce unnecessary costs and more.



**2. Are your largest and smallest customers on the exact same instance and platform?**

As a general rule, the scope of optimal utilization of resources is much higher in a single-platform application. If the answer is "no," you should immediately recognize that your vendor isn't pitching a cloud service, but a software system that is moving to the cloud and thereby lacks necessary functionality and/or experience.



### 3. What kind of integrated ecosystem is available for your multi-tenant cloud?

It's extremely unlikely that one vendor will fill every one of your organization's software needs, so the ability to have a robust ecosystem is key to your success. Be sure to choose a vendor that can integrate with the popular, effective platforms that you're already utilizing, so you don't have to "reinvent the wheel" and risk losing functionality.



### 4. What kind of certifications and attestations are available and how are they administered?

Certifications and attestations are proof that an independent party has verified a vendor's claims. This is especially important when dealing with issues of security or compliance. Before you trust a vendor's claims, make sure they have the proof to back them up. For extra piece of mind, request the vendor's Due Diligence Response (DDR), which should have detailed information about their security and compliance certifications.



### 5. What is your release schedule and what downtime can I expect?

If a vendor's platform is inundated with scheduled (or unscheduled) downtime, you can expect a greater amount of lost productivity and as a result, lost revenue. If your vendor anticipates any kind of downtime, make sure they have implemented a system that enables you to track updates and their status, so you won't be caught off guard.



### 6. Who has access to my data?

Cloud vendors store your data in their systems, so you should always be wary about who has access to it. In fact, according to IBM, 60% of all cyber-attacks are carried out by insiders, so it's imperative that any potential security breaches are mitigated. Be sure that all access to data is closely monitored and protected before you weigh the benefits of a SaaS vendor vs. its risks.



### 7. What is the potential ROI for switching to your solution?

As the costs associated with any cloud-based system may change over time, depending on your needs as well as the provided services, it's important to consider more than just the initial investment.

Keep in mind any other costs that may be offset by choosing a cloud vendor (for instance, the costs of increased security measures that are already built into the vendor's platform). Carefully consider whether the increased productivity and performance provided by the vendor is a great enough benefit to outweigh the costs of the service.

It's clear that every cloud solution is not created equal. It's our hope that using these questions will help you assess vendors so you can select the right solution for your organization before making a costly commitment to a subpar vendor.



Safe



Ready



Proven