

# Software as a Service Hosting Strategy Diagnostic

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## *Your Pre-Flight Check List*

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The following Software as a Service (SaaS) Hosting Strategy Checklist is a diagnostic evaluation designed to evaluate your selling strategy and overall approach to your market. It is designed to provide you with real information about your current SaaS Hosting Strategy and whether it is effective. At minimum, it will help stimulate your thinking and create a list of actions to shore up your strategy and approach.

If you would like a consultative evaluation and recommendation, call 770-662-5700.

*Please include* your name \_\_\_\_\_ phone number \_\_\_\_\_.

**Select (circle if hardcopy) the most appropriate answer to the statements on the pages that follow.**

**1= Strongly Disagree / 2= Do Agree / 3= Somewhat Agree / 4= Agree / 5= Strongly Agree**

## SaaS Hosting Strategy

1. Our SaaS software allows users to modify and tailor views and reports easily and quickly by business users with no support.

1	2	3	4	5
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2. We recognize the hosting platform is not our core competency and have an outside hosting company that services this need and acts as our partner.

1	2	3	4	5
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3. Our hosting partner is transparent to the end-user, that is, the end-user sees us as the sole solution provider for all hosting and software needs. We act as a "one-stop shop."

1	2	3	4	5
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4. Our hosting provider offers us service levels where we have guarantees that the software is available to our end-users at minimum 99.99 percent.

1	2	3	4	5
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5. We offer the same uptime provisions to our end-user that we receive from our hosting partner.

1	2	3	4	5
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6. Our software allows multiple instances from the hosting server without affecting response times.

1	2	3	4	5
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7. Our hosting partner works with us to provide multiple methods to charge our customers (e.g. by user, tiered number of users, fixed monthly costs/unlimited-users).

1	2	3	4	5
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8. Our hosting provider is actively involved in the SaaS space (they understand SaaS, attend conferences, are published, etc.).

1	2	3	4	5
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9. Our hosting provider allows us access to the software easily and efficiently.

1	2	3	4	5
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10. Our hosting provider is SAS70 Type II compliant.

1	2	3	4	5
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11. Our hosting provider works with us to market our product (e.g. press releases, our logo is on their website and provides access to our website, attends our conferences, shares prospect lists where appropriate, etc.).

1	2	3	4	5
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12. Our hosting provider can provide multiple strategies and approaches to redundancy (e.g. disk, servers, communications, data centers, etc.).

1	2	3	4	5
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13. Our hosting provider has multiple data centers.

1	2	3	4	5
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14. Our hosting provider is server hardware agnostic.

1	2	3	4	5
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15. Our hosting provider has an ISV sandbox.

1	2	3	4	5
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16. Our hosting provider has on-call support hands for database consulting (e.g. maintenance, support, response, etc.).

1	2	3	4	5
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17. Our hosting provider has 7x24 help desk for questions and support with a live person.

1	2	3	4	5
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18. Our hosting provider can proactively monitor our server, database, etc in order to notify us prior to our users seeing an outage or slow response time.

1	2	3	4	5
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19. Our hosting provider has a customer relationship manager assigned to us for questions and support.

1	2	3	4	5
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20. Our hosting provider has service levels response time for any queries or trouble calls.

1	2	3	4	5
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