USU

Smart Guide

ITSM as SaaS in the Fast Lane

The main advantages compared to on-premises solutions

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Introduction

An IT Service Management (ITSM) solution as Software-as-a-Service (SaaS) has many advantages for companies which may not have their own resources to implement and run their own ITSM solution.

SaaS solutions are highly scalable and can easily be expanded as the company grows. In comparison, on-premises software usually requires additional hardware, software and staff. But, what's the real differences when operating and licensing ITSM solutions and what are the deciding factors when you start a project? With this guide to help you decide we want to shine a light on decision making process you should take and explain the key benefits of ITSM as a SaaS solution.

Differences When Operating and Licensing ITSM Solutions

When choosing ITSM software it's important to critically evaluate, and ensure, that the selected solution meets your own budgetary requirements. Among this choice is choosing the operating type and licensing.

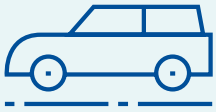
The strategic position of the IT department in companies plays a role in this. This is because IT is often not the business' core competency. If you want to operate it yourself you need to ask lots of internal questions with regard to the infrastructure and resources. On the other hand, with a cloud solution the software is available at the touch of a button and the required resources can be scaled as needed when required (if demand suddenly increases or more users are needed).

Put simply, those making the decision should compare operating and license types:

01 | **Operation:** SaaS vs. On-Premise
02 | **Type of license:** Subscription vs. Perpetual

With operating and license choices in the USU ITSM Suite, customers can be completely flexible in their choice making it the ideal combination for their needs.

Other examples: Cars



Electric or gas engines

SaaS
SaaS providers make the IT infrastructure which is needed to provide the applications available. On top of this, there are two different versions for software-as-a-service (SaaS) models: Shared vs. exclusive.

On-premise
The necessary software in operated and managed on your own servers. Companies are responsible for providing their own infrastructure, including all necessary costs.

Rental car vs. your own car

Subscription
Companies pay a subscription for the software licenses. This often includes a maintenance fee for the software. In combination with SaaS software the IT infrastructure is provided from the cloud and operated by the ITSM providers.

Perpetual
The classic licensing model for companies you want a permanent license. In most cases the companies operate their solution on their own infrastructure. There are also providers who provide the software to customers and then operate it on local on-premises infrastructure. In this case, the server is hosted on the customer's premises and managed remotely by a service provider.

What's the difference between shared and exclusive instances with SaaS?

Shared and exclusive instances are two different types of provisioning for SaaS solutions. Simply, it explains how the infrastructure for the SaaS solution is available.

Other examples: Transport

Bus vs. calling a cab

Shared
Shared instances are an SaaS solution where the infrastructure on which the software is running is shared by multiple customers at the same time. This means that multiple customers are working on the same application and database servers as well as using network resources. The costs for this are generally lower than with exclusive instances since you are sharing it.

Exclusive
An exclusive instance is a solution through which each customer has their own software running on separate resources. In other words, the customer has their own virtual machine or their own server running the software. In this instance, the customer has more control over the infrastructure and more performance. However, the costs for this are generally higher.

Info

USU offers its customers the exclusive option with the ITSM suite for SaaS operations. This meets the high demands and needs of average and large companies in terms of control and performance.

Important Questions When Choosing a Model

In the requirements for a new ITSM tool, alongside the most important function requirements, the best technical options should also be looked at. For this tool providers allow you to filter down to the top 5–10 options.

Focusing on the operating model when choosing a new ITSM tool, decision makers should ask themselves the following questions and answer them with their IT team:

Is the cloud option more cost effective?

The operating models can play a really important role when it comes to working out costs. From an operating perspective the cloud option is often the most cost intensive. However, from the infrastructure side, there are many opportunities to save money when going with the cloud: Your own costs could include the set up, cabling, maintenance and energy. With your own server you may end up having to spend multiple weeks with your internal resources to prepare them. On the other hand, a SaaS solution is available almost at the touch of a button.

How relevant are the sustainability aspects?

The EU Taxonomy and EU CSDR (CSRD (Corporate Sustainability Reporting Directive) has massively increased the importance of sustainability for many companies recently. This, of course, also influences the selection of software and hardware as well as the disposal of older devices. By using cloud technologies and virtualization, you can massively reduce your energy usage. On top of that you have the carbon-neutral operation of data centers on the agenda of all large cloud providers as well as SaaS providers. They operate their data centers, for example, with renewable energy. This often can't be replicated closely by companies with their own infrastructure.

Might I make a mistake when choosing if I have a preference for one or the other at the beginning?

There are still many companies, such as those in the public sector or with a large amount of personal data, which still prefer to operate their own servers when using an ITSM tool. This is because the highly-sensitive data they process often influences the decision. Many tool providers, however, only offer SaaS. This means that a company must then focus on one operating system early on in their project. If, though, in the first year the requirements change, then the ITSM tools must be able to adapt. If this isn't the case, there is a chance that you've made the wrong decision.

Info

With the ITSM Suite from USU, you have the perfect blend of operating and licensing options to choose from. It's also technically possible to later change from an on-premises solution to a SaaS solution or vice versa.

Advantages of SaaS Solutions Compared to On-Premises

Which is ahead? There are many reason why companies are switching from on-premises software to SaaS solutions. We've listed the five most important points, why, from the viewpoint of a ITSM provider it's beneficial to switch to SaaS.

ITSM as a SaaS solution...

...offers more data protection.

SaaS customers can benefit from the large cloud providers, since they have the necessary infrastructure and the specialists to ensure the highest security standards. They conform to strict rules and are often checked by external specialists. On top of this, they can show important certificates such as SOC reports or ISO/IEC standards.

However, it's also important to remember that the protection of data isn't just reliant on the provision type of the ITSM tool. Companies should also consider other factors such as access to data, the management of access rights and compliance with data protection laws to ensure the security of their data in the SaaS environment.

Info

As standard, customer data is kept in an EU-based cloud at USU. This means our operations team can guarantee the highest standards when it comes to data protection and can supply the latest ISO certificates.

...has better security standards.

Cyber threats are among the top ten globally and continue to make decision makers worried that cyber threats can limit their growth. The physical security in data centers as well as formal security standards make ITSM more secure than on-premises options. This is because SaaS providers can generally ensure higher security standards since they must provide it for many customers at the same time. They invest in experienced experts in their teams who focus on data protection and security and take into account the current best practices.

….always offers the latest features.

Most of the time SaaS costs already include software maintenance costs. Since the software is hosted in the cloud, updates are regularly and automatically prepared by providers. SaaS solutions are regularly expanded and new features are other added. Customers can benefit from these improvements without having to reinvest in the technology. This means that companies have access to the latest features and security updates, without having to maintain the software themselves.

….solves problems with compliance.

In their own data centers companies must ensure that the correct resources are available for the applicable applications. Alongside pure hardware, certain components such as databases must also have corresponding licenses. This needs to be done by the IT department itself and includes ensuring that all relevant compliance requirements are met. On the other hand, with a SaaS solution the software provider organizes all the right licenses for all necessary resources. The customer carries much less risk and in the best cases also saves costs by preventing compliance issues.

…reduces individual infrastructure costs.

SaaS solutions don't require much upfront investment such as hardware, software or personal. Instead, companies pay a monthly or yearly fee to access the software which means planning and anticipating costs is easier. They can also avoid purchasing and maintaining physical equipment. For the company there is little in terms of investment due to the reduction in their own infrastructure costs. Furthermore, there is a reduction in their own IT infrastructure as well as specialized staff. This can mean freeing up IT resources and more wiggle room for other IT projects.

…more reliable.

To ensure more availability, a SaaS provider places their systems in a powerful data center, ideally with a global provider with a good international network. Such data centers have redundant internet connections, secure rooms, the best in fire-suppression technology and redundancy at a global level. They make huge amounts of resources available to reduce problems and in the case of a big outage, the ability to quickly restore customer systems. Alongside the increased availability, SaaS providers also provide reliability with their applications. This is set in terms of operation and application and are agreed in Service Level Agreements (SLAs). Availability of more than 99.5% with less than 4 hours downtime each month and 24/7 support can hardly be provided by an internal IT team when compared to a SaaS provider.

Get in touch for further information.

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