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Software-as-a-Service Advantages and Benefits

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Executive Summary

Since its inception in 1995, e-Builder Enterprise was designed from the ground up to be delivered as a service over the Internet. Today this delivery model is referred to as Software-as-a-Service or SaaS. Instead of installing and maintaining software on desktop computers and servers, you simply access and use the software through the Internet, eliminating the purchase, operation and maintenance of hardware and software.

e-Builder takes care of running the application, ensuring performance and availability and maintaining security and data integrity, leaving you to focus exclusively on the business at hand – managing your capital projects. Your IT staff will also be happy to meet your business needs without having to install and customize a standalone application or develop a custom one in-house. In addition, they will benefit from offloading the maintenance and management of a non mission-critical application.

e-Builder Enterprise and in particular the SaaS model of delivery is gaining widespread acceptance among organizations of all sizes and types because of the numerous benefits it provides. Some of the benefits have been outlined below, as well as in Table 1.

Increased Adoption

e-Builder Enterprise is accessed entirely over the Internet using an interface that is familiar to anyone that surfs the Web, checks e-mail or shops online. The learning curve for e-Builder is lower because your users are accessing a simple interface using a familiar web browser tool. Less training and less hand-holding improves adoption and results.

Instead of a very long-term complicated on-premise installation, e-Builder Enterprise can be deployed in phases in a modular fashion so you can get some 'quick organizational wins' under your belt. You can choose which areas of the e-Builder Enterprise suite to focus on first so as to ensure your users are getting immediate value and you can then use that momentum to support continued adoption.

With e-Builder Enterprise, you pay an annual subscription fee as you go instead of paying one up-front fee. Because of this simple fact, our team remains insanely focused on ensuring the application is fully adopted and that you derive full-term value from it.

Lower Upfront Costs

Since the SaaS model does not require the upfront purchase of expensive hardware and operating system software, you enjoy a significantly lower up-front investment. Furthermore, your IT staff won't be burdened with the effort involved in installing the hardware and software in your environment.

The ongoing investment is lower too. The e-Builder Enterprise subscription includes quarterly software upgrades which we deploy. These upgrades are tested and deployed by our systems engineers. They do not require your IT resources or impact your configuration or integrations so you don't have to undergo an expensive and risky upgrade process.

Zero Maintenance

We are responsible for maintaining e-Builder Enterprise including support, storage, backups, upgrades and new version deployments, so that you don't have to. This allows your team to focus solely on your core business.

Because it is only the attainment of satisfied customers that leads to renewed subscriptions, we take our commitment to high system availability and performance very seriously. We are 100% accountable to you and as a result we follow industry standards and best practices in redundancy and security to ensure you have access to the data, whenever and wherever you need it. We are SAS70 Type II certified, have had 99.99% uptime for over a decade, and we have the best performance record in the industry.

In addition, unlike traditional software vendors who distribute updates to customers for their IT departments to install, we take care of all updates and upgrades. e-Builder Enterprise does not require patches, installs, database scripting or infrastructure and software quality tests. We take care of everything, and our solution is completely seamless to you.

Tighter Integration

It is a common misconception that SaaS applications are harder to integrate. In fact, e-Builder Enterprise is easier to integrate than a traditional application because of its common programming interface and its built-in data mapping and translation tools. This makes for an 'integration ready' model, which reduces deployment time and total cost of ownership.

e-Builder Enterprise lifts the burden of integration off of your IT department's shoulders. It also reduces or eliminates the cost of installing and maintaining integration-related servers and databases, keeping infrastructure and overhead to a minimum.

Lower Risk

Because e-Builder Enterprise is provided as a subscription, you have the option of not renewing if you are not completely satisfied. This places a high degree of accountability on our team to make sure you are 100% satisfied. And, unlike a traditional software deployment, e-Builder Enterprise is deployed very quickly and in phases so that you can begin to recoup your investment almost instantly.

As your organization evolves, you can scale e-Builder Enterprise up or down as quickly as needed to meet your business requirements. With just a phone call, you can double your user base or add a module to meet other business objectives. And you can be certain the system will continue to perform to the same levels you are used to. We make sure performance is maintained.

We guarantee availability and performance. We can do that because we constantly invest in high-end hardware, the latest operating environments, and state-of-the-art data center facilities. Our certified engineers are dedicated to ensuring the application performance and security twenty four hours a day, seven days a week.

What's more, we regularly test system performance, reliability and security and subject ourselves to third party auditors to ensure that we meet or exceed requirements that you may not even be aware of. In fact, each year e-Builder receives a SAS 70 Type II audit certification, a rigorous and intensive systems audit typically required for systems that handle credit card or other highly confidential data.

All this effort results in lower risk for you and your organization, so that you can be assured your system is always available and working and that your data is always accessible by you, and secure from others. As a result you can focus 100% of your effort on managing capital projects – not managing software!

Getting Started

If you are interested in learning more about e-Builder Enterprise and the SaaS delivery model, or you would like to review our SAS70 Type II certification or other documentation, please contact one of our account executives at 800-580-9322 (U.S.) or +1-954-556-6701

The table below illustrates the total cost of ownership over a 5 year period for a 200-seat license of customer relationship management (CRM) software. The table compares the purchase, operation and maintenance of the software on premises versus the Software-as-a-Service (i.e., SaaS) delivery model.

Table 1: Sample deployment of customer-relationship management (CRM) software (200-seat license)

	Total cost of ownership, \$thousand		
	Software on premises	Software as a service	Sources of savings with software as a service
Implementation, deployment			
Customization, integration	108	72	Reduced deployment time, limited customization, self-service through on-boarding scripts
Basic infrastructure testing, deployment	54	0	Does not require infrastructure and application testing
Application infrastructure testing, deployment	30	0	
Ongoing operations			
Training	101	34	Lowers training requirements through Simpler user interfaces Self-training, service capabilities
Management, customization of business process change	94	0	Does not require ongoing business process change management
Data center facilities rental, operations, security, compliance, monitoring of incident resolution	750	0	
Software			
User licenses, subscriptions, maintenance	480	1,500	Includes vendor's costs to serve in subscription price (ongoing operations, back-end hardware and software)
Other			
Unscheduled downtime	308	0	Provides 99.9% general-server availability vs. 99%
Unused licenses	92	0	Reduces unused licenses by 20%, users added as needed
Total costs (including those not shown here)	2,298	1,640	

Source: McKinsey Quarterly, Delivering Software as a Service, June 2007