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Any Cloud, Anytime, Anywhere...
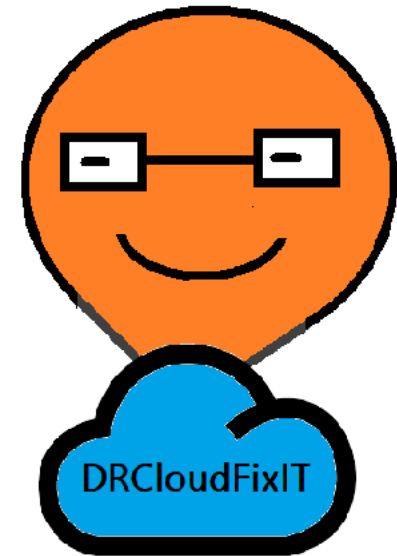
IBM **Cloud**

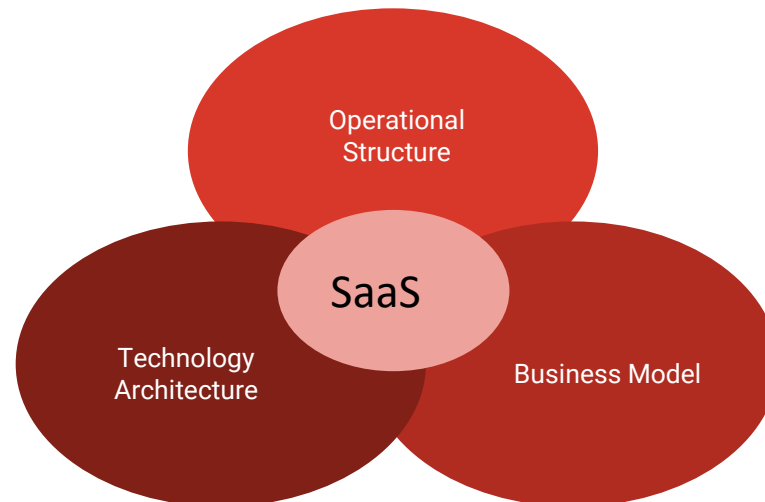**aws**

Azure

(-) Alibaba Cloud

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SaaS and Multi-Tenancy

SaaS is a business model where the application is owned, operated and managed by the vendor. The consumer pays for the usage and consumes the application

Multi-Tenancy is an essential part of SaaS systems. By adding an abstraction layer over the product, it enables SaaS provider to optimally utilize the hardware and achieve economies of scale
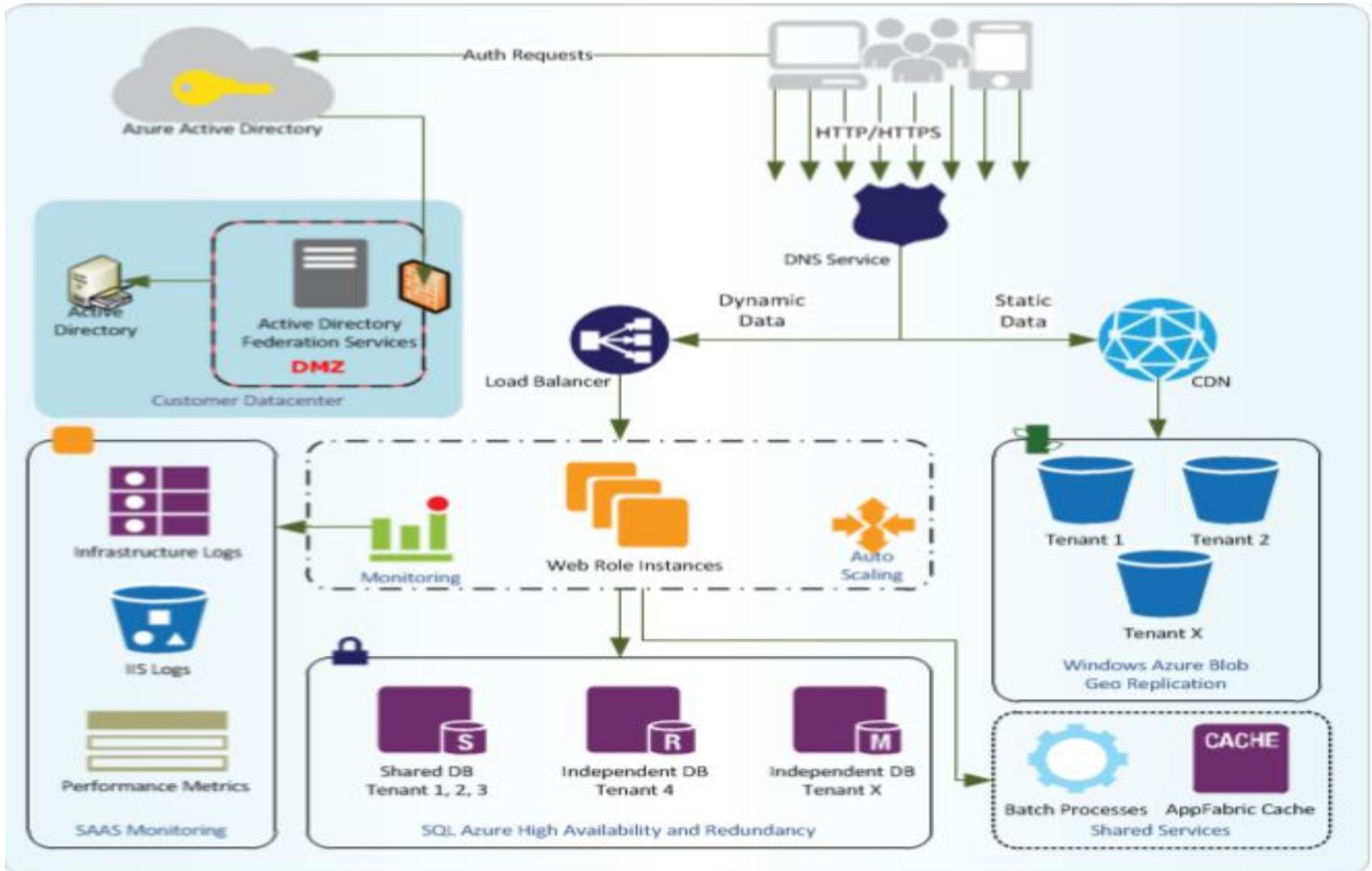
Operational Structure

SaaS

Technology Architecture

Business Model

To Do List for Multi-Tenancy SaaS

1. Cloud migration of on-premise DB and processes - for scalability
2. Theming -- Customer logo, color scheme, layout and dashboards
3. Customization
   a. Table Structure -- to store customer specific data
   b. Workflow -- for customer specific workflow
4. Data and Application Integration -- to integrate with customers internal legacy or any application
5. Identity and Access Management -- to integrate with customers internal active directory or IAM system
6. Automated Provisioning -- on-board customer with shortest time and customer support effort
7. Disaster recovery - is necessary as infra is managed by SaaS provider
8. SLA Monitoring- guarantee SLA to gain customer confidence
9. Metering- Monitoring usage and tracking application use

To Do List for Multi-Tenancy SaaS – contd.

10. Cost Calculation -Cost calculation based on usage of application and pricing offered
11. Billing -- pricing model varies based on type of application, usage, customer profile etc.
12. Governance -- onus of compliance rule may require verification of infra, data security and certification
13. SaaS Application Access- access via sub-domain or customer url
14. Data Privacy - Database and file level privacy to customers

SaaS - Multi-tenant design for reference

Thank you

Q/A