

I say Chicken..you say Egg ??

Chicken or the Egg ?

What Comes First.. Systems or Processes?



In the past couple of decades, the world has been completely transformed, thanks to the rapid advancements in the field of information technology. The rise of the internet and mobile devices in particular, has led to life changing transformations that have

revolutionized the way we work, communicate, and perform all kinds of activities.

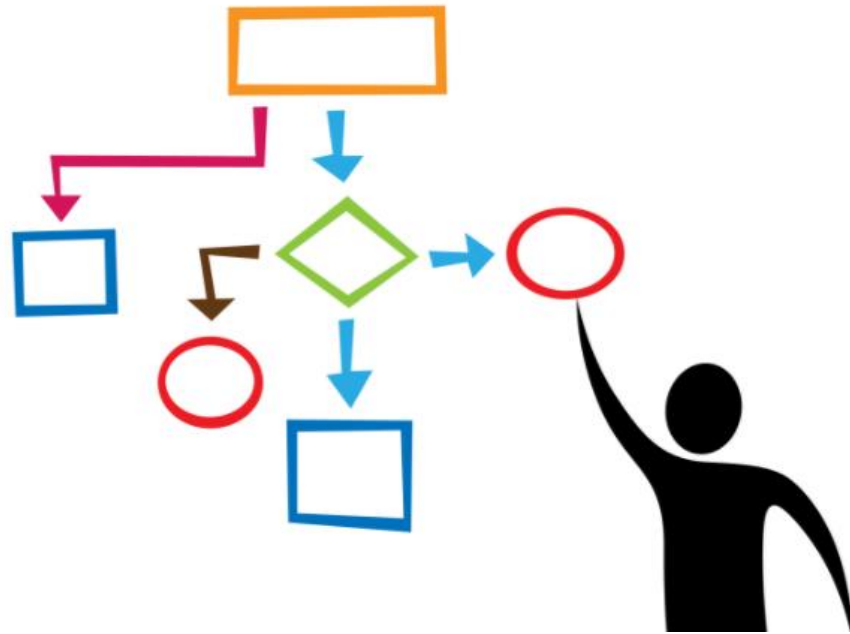
One of the latest trends that is making the headlines for corporate users and businesses is SaaS, or Software as a Service. Read on to learn more about SaaS, and the best practices to implement this solution, to provide you guidelines to make your SaaS project a success.

The Basics of SaaS: Simply put, SaaS is a new approach of software and application management, where users are able to access the programs they need over a network. In other words, SaaS is very similar to other online models like Netflix – where you can log in and view your favorite shows from any computer or mobile device according to your convenience. SaaS is the exact same for work related software and provides access to programs against a monthly or yearly subscription.

Implementing SaaS: The journey of implementing a new SaaS solution at any organization begins with a simple question that may have a complex answer. The question most often posed in the design rooms is, “Should we look into our processes first, or choose a solution based on the system capabilities?”.

It is imperative to have this expectation cleared at the onset of a SaaS project in order to prevent any unexpected surprises down the road. It is also crucial to have management, technical teams, and field teams on the same page with regards to their expectations and outputs for systems and processes based on utilization of SaaS.

The helpful guidelines presented here will help you to steer your organization towards the right direction:



1. Streamline Organizational Processes and Workflows:

The first and most important step involved in implementing an SaaS solution is to try and streamline processes and workflows in order to create a simplified overview of internal processes and cycles. This can then be used as a base for a proper system that fully defines processes from start to finish for improved standards of management and better efficiency. If you throw best breed of software into managing undefined processes, you will be mixing oil and water. ERP expert, Robert Sorrell suggests to “Keep it Simple” from start to finish.



2. Fit Your Business into the Model – Not the Other Way Around:

In a SaaS model, software is already designed for the vast majority of businesses and industries, thus providing essential functions required for information management at the corporate level. One of the pitfalls of SaaS implementation is the endless customization trap which people fall into, feeling that their SaaS models aren't doing well enough.

Remember, it is your business that needs to fit into the software, not the opposite and you should adapt to the software instead of trying to customize it to no end.



3. Clear Expectations Make a Happy Company:

Having clear expectations of what SaaS can do from day one of kick-off will help you and your fellow staff to stay on track. Remember SaaS solutions need to be configured to meet your organization's specific needs, and clearly knowing and defining each team's expectations is the key to having a system that works in the long term.



Conclusion:

When we start our journey to implement a new SaaS solution for an organization, the quandary to choose between first processes or systems, should not be a revolving Chicken or Egg story. As best practices, you should first try to streamline and simplify your processes and then fit SaaS into it. This approach will ensure a robust implementation methodology, delivering values and benefits to your project.