# Modern Cloud SaaS **Checklist** -

## Questions to Ask Your SaaS Cloud Provider

*Updated September 2016*

| | YES | NO | OTHER CHOICES | COMMENTS |
|---|---|---|---|---|
| **COMPLETE** | | | | |
| *Is the cloud provider offering one-off siloed services?* | | | | |
| Does the cloud provider offer modern SaaS-based ERP, EPM, HCM, SCM, CX, all as a suite, that you can subscribe to incrementally as your business grows? | ☐ | ☐ | | |
| Does the cloud provider offer built-in modern best practice business processes enabled by mobile, social, analytics, Big Data and IoT? | ☐ | ☐ | | |
| **DATA DRIVEN** | | | | |
| *Does the cloud provider offer data-driven analytics at every level of the stack?* | | | | |
| Does the cloud provider have SaaS applications with analytics built-into the application? Or do you pay extra or need to integrate to analytics? | ☐ | ☐ | | |
| Does the cloud provider offer Data as a Service (DaaS) to enrich your current customer, audience or prospect data set? | ☐ | ☐ | | |
| Does the cloud provider have enterprise performance management cloud services that can quickly bring your company into compliance with your financial processes? | ☐ | ☐ | | |
| Does your cloud provider offer cloud services that enable IoT and Big Data based on industry standards? | ☐ | ☐ | | |
| **PERSONALIZED** | | | | |
| *Is the service personalized, easy, fast, simple?* | | | | |
| Is the user interface intuitive? i.e. Do end users like using it? | ☐ | ☐ | | |
| Are you able to proactively offer a "big picture" menu of modern application services to satisfy business needs? | ☐ | ☐ | | |
| Are the new SaaS capabilities rich enough to scale and change with your unique business? | ☐ | ☐ | | |

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| PERSONALIZED… | YES | NO | OTHER CHOICES | COMMENTS |
|---|---|---|---|---|
| ***Is the service portfolio modular and complete?*** | | | | |
| Does your SaaS application easily solve the end to end business problem today while supporting a long term IT roadmap? | ☐ | ☐ | | |
| Are consumer driven technologies: social, mobile, BI baked into the service to share information with suppliers, partners and customers? | | | | |
| - Social | ☐ | ☐ | | |
| - Mobile | ☐ | ☐ | | |
| - Analytics | ☐ | ☐ | | |
| **CONNECTED** | | | | |
| ***Does the service offering provide interconnectivity across the enterprise?*** | | | | |
| Does your SaaS service work with your other applications and cloud services over an open standards, scalable, reliable platform? | ☐ | ☐ | | |
| ***Does your cloud provider easily enable enterprise insight?*** | | | | |
| Can you unify SaaS based info, private cloud(s), on-premise and 3rd party SaaS services to streamline business operations? | ☐ | ☐ | | |
| ***Does your cloud provider simplify business process changes and connectivity?*** | | | | |
| Can business processes be quickly and easily modified to respond to business needs? | ☐ | ☐ | | |

| SECURE | YES | NO | OTHER CHOICES | COMMENTS |
|---|---|---|---|---|
| ***Is your cloud provider a proven, viable provider?*** | | | | |
| How long has the cloud provider been managing security on an enterprise scale? | | | ☐ ☐ ☐ ☐ ☐ <br> <01  <03  <05  <10  >10 <br> —— YEARS —— | |
| Does your cloud provider operate and manage any of their own data centers? | ☐ | ☐ | | |
| With what frequency do they invest in modern infrastructure? | | | ☐ Not in the last year <br> ☐ Not in the last 3 years | |

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| SECURE... | YES | NO | OTHER CHOICES | COMMENTS |
|---|---|---|---|---|
| **Does your cloud provider use a layered, unified security approach?**<br><br>What steps is the provider taking to mitigate risk? | | | ☐ Compliance<br>☐ Industry Regulations<br>☐ 3rd Party Audits<br>☐ All of the Above | |
| Can the provider show proof of capabilities? (i.e. security certifications, independent audits) | | | *Comments* | |
| **Does your cloud provider operate at a high level of mission critical reliability?**<br><br>Do you know where your data resides? (i.e. country and data center) | ☐ | ☐ | | |
| Does the cloud provider use one monolithic customer database or data isolation techniques that are built-in to the service? | ☐ | ☐ | | |
| Does the cloud provider employ cloud experts who are knowledgeable about security throughout the entire technology stack? | ☐ | ☐ | | |
| **How does your cloud provider ensure data integrity?**<br><br>How do you transfer your data quickly and safely to get up and running in the cloud? | | | *Comments* | |
| How do you make changes to the data structures (add fields, etc.) when needed? | | | | |
| In what format will you get your data if you decide to leave the service? | | | | |

**Instructions:** If you answered "no" to more than half of these questions, you can benefit from a modern cloud solution. If commented answers suggest there is room for improvement, you may want to better understand the impact to modernizing your technology choices and the impact to your organization.

*Oracle is here to help you with answers to all your cloud provider questions.*
*Phone: +1.800.633.0738 or contact your Oracle Sales Representative.*

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