

## Software as a Service

There can be no question that Software as a Service (SaaS) is changing the landscape of the software industry. As the SaaS market explodes, many software companies find themselves scrambling to figure out how to ride the wave. Many ISVs, facing declining margins and price pressures from SaaS pure-play competition, are thinking they need to make the shift.

### SaaS Transition Services

If you're contemplating making the move to SaaS do you know what should you be thinking about in terms of business models and technology? The transition from packaged software to SaaS is fraught with complex architectural, delivery & support considerations that are very different than under a traditional ISV business model.

Symphony SaaS Transition Services program helps companies make a smooth transition to a SaaS platform through a combination of consulting, development and operational services.

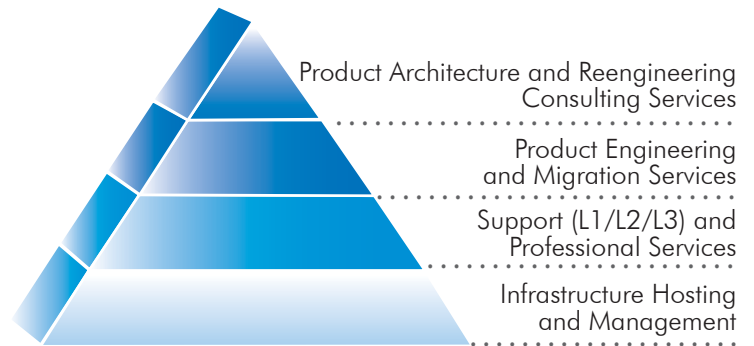
### Product Architecture and Reengineering Consulting Services

The first step in the transition is to understand where you're coming from and where you want to go. Symphony's team of business and technology consultants will meet with your team to understand your current business and product line as well as your objectives for your SaaS offering.

Symphony will take you through a detailed assessment process resulting in a comprehensive SaaS Transition roadmap that maximizes the performance of the system, minimizes total cost of operation and time to market. Output of the recommendations include:

- Application architecture
- Codebase analysis and recommendations
- Multi-instance/tenant analysis
- Data and Security assessment
- Performance analysis
- Scalability analysis
- Service Level Agreement recommendations

### Symphony SaaS Consulting and Implementation Services



### Product Engineering and Migration Services

As the leader in product engineering services, Symphony can help you execute on your SaaS plans improving time to market and product quality. We create dedicated teams for our clients and provide services across the product development lifecycle including:

- Software engineering
- Localization and Globalization
- Performance, Scalability and Reliability testing
- Technical Documentation
- Quality engineering
- User experience design and development

We also employ Symphony's Global Agile™ methodology to support the rapid release cycle required by the SaaS model in order to rapidly respond to changing market requirements and bring new services and features to market quickly.

# Higher Productivity

## Improving R&D Performance

### Faster Time to Market

#### Support and Professional Services

The most significant change for many ISVs making the shift to a SaaS model are operational related. Customer support is altered significantly in a SaaS model. Symphony's SaaS Support services includes fully integrated Level 1, 2 and 3 support.

Symphony's white labeled Professional Services can help speed client implementation using a "factory approach" to:

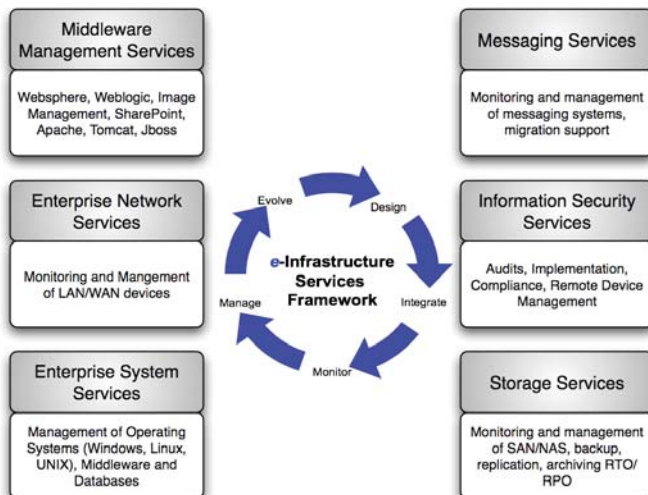
- Customization & Configuration
- Workflow migration
- Data migration

Symphony also provides a global approach for both professional services and support to optimize and improve efficiency for legacy/licensed software clients.

#### Infrastructure Hosting and Management

Perhaps the biggest change for many ISVs in a SaaS model is managing their clients' data and applications, providing near continuous uptime and availability. This is almost always a completely new function and responsibility. It's also one which is not a core competency of the organization and is many times best left to outsource to a provider.

The most critical concern by many customers is about the safety and security of their data. Using an ITIL-compliant framework and working in conjunction with leading SaaS hosting companies and core technology providers, Symphony provides a comprehensive solution to ensure that your clients' data and applications are safe and that your products are always up and running.



#### Symphony At A Glance

##### Over 80 clients including:

- Large companies such as Autodesk, Avaya, Concur, Hyperion, Oracle, Primavera, Red Hat, Texas Instruments and Yahoo
- Emerging technology companies such as ClickTactics, Kazeon, Katera, and Mimosa

##### More than 3,000 professionals

##### Domain expertise includes

- Enterprise Applications
  - ERP, CRM, SCM
  - BI/BPM
  - EAI
- Enterprise Technology
  - Storage
  - Systems
- Embedded Systems and Software
  - Automotive
  - Consumer Electronics
  - Telecommunications
- Verticals
  - Construction
  - Financial Services
  - Information Providers
  - Manufacturing
  - Retail



To talk about how your business can benefit by working with Symphony Services, contact:

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