The Software as a Service (SaaS) model continues to gain traction across all areas of business as an alternative to perpetual software licensing. Organizations of all sizes are looking to leverage the financial benefits of transitioning their IT needs to an OpEx consumption model and the productivity advantages of always having the latest versions of their business applications.

### Key market trends driving businesses towards SaaS migration

<table>
<thead>
<tr>
<th>Economic Conditions</th>
<th>Decentralized Workforce</th>
<th>Technology Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Businesses are looking to shift their IT needs to more predictable and scalable consumption models.</td>
<td>The modern workforce is more dispersed workforce and requires access to business critical resources from any location.</td>
<td>Legacy on-premises applications are outdated as they were not designed to address modern day challenges.</td>
</tr>
</tbody>
</table>

### Moving beyond one-time fees and perpetual software

As customers navigate their move to cloud and Hybrid IT, they need strong partners to help them rethink their systems, gain agility and make the most of their investments.

Migrating to cloud-based SaaS applications provides flexibility to support new business models and improvements in key areas such as data portability, analytics and security.

<table>
<thead>
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<th></th>
<th>SaaS</th>
<th>Perpetual</th>
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</thead>
</table>
| **Investment** | • Pay as you go, subscription model (OpEx)  
• Quick startup, easy to implement and scale, priced to fit budget  
• Reduces on-premise IT infrastructure investment | • Up-front payment, higher cost of ownership (CapEx)  
• Absorb all costs associated with infrastructure, maintenance, and staff  
• Requires significant on-premises infrastructure investment |
| **Accessibility** | • Mobile friendly, access from anywhere  
• Use on any device with internet access  
• Compatible across multiple devices | • Limited accessibility  
• Only available on designated device(s)  
• May need updated hardware/software to access |
| **Updates & Support** | • Always up to date, always the latest version  
• Automated updates, less down-time  
• Deployment, management, upgrades | • Download updates and install patches  
• Requires self-installation and management  
• Limited warranty and support |
| **Flexibility** | • Scale based on need/demands  
• Personalized subscriptions  
• Integrates with existing technology | • One-size fits all, What you buy is what you get  
• Cannot deliver new functionality short term  
• May need new hardware/software for integration |
| **Reliability** | • Service provider supported migration and transition  
• Data not impacted by equipment failures  
• Contractual protection  
• Software auditing ensures compliance guidelines | • Potential data loss due to equipment failures  
• Up-time dependent on hardware  
• Eventually goes end of life and is no longer supported creating vulnerabilities |

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SaaS: Email and Productivity Solutions Cluster

Purpose-built around Microsoft 365 to enable “work from anywhere” solutions that increase productivity, scalability and enhance user experience while maximizing partner profitability.

Supporting Solution and Services

Enable secure and private connections for reliable and consistent performance of data-intensive business applications and work flows without frustrating transmission delays or interruptions, regardless of where mission critical IT resources reside.

Increase productivity and enhance business processes with secure and easy-to-use collaboration capabilities that bring teams, tools and content together.

Protect your clients’ businesses by helping them adopt a cloud-first approach to security for unified visibility, threat detection, and response from edge to core to cloud.

Deliver secure access anytime, from anywhere, on any device with streamlined modern approach to the management and delivery of virtual desktops and apps on-premises, in the cloud, or in a hybrid or multi-cloud configuration.

Provide the best cloud experience by helping clients quickly, effectively, and securely migrate from their current environment to Microsoft 365.

Optimize performance and ensure regulatory compliance with easy-to-use and secure cloud-based Microsoft 365 backup, archiving and restore services.

Empower customers to focus on the more important business duties with cloud based business applications that manage security, availability, storage and performance.

Streamline communications and reduce friction with cloud-based collaboration services that combine familiar Office apps with business-class email, shared calendars, instant messaging (IM), video conferencing, and file sharing for secure enterprise-grade productivity.

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