The Agile Advantage: How Agile Integration Improves Outcomes for Software as a Service (SaaS) in the Corporate Environment

By Greg Spehar MBA, PMP, PMI-ACP
The Need

* Acceleration of Migration of Applications to Cloud Based Solutions (SaaS)
  * The SaaS software market will increase 25 percent in 2013 to $59 billion, a 25 percent increase. In 2014, the market is expected to total $75 billion. Forrester uses the term “smart computing” to define apps that, for instance, provide direct access to data for decision-making. It also includes data analytics and business intelligence in the category.
  * TechCrunch; Jan 2013 - Forrester: SaaS And Data-Driven “Smart” Apps Fueling Worldwide Software Growth
Global Market Growth for SaaS

<table>
<thead>
<tr>
<th>Category</th>
<th>Share</th>
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<tbody>
<tr>
<td>Business intelligence</td>
<td>11%</td>
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<tr>
<td>Enterprise content management</td>
<td>-2%</td>
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<tr>
<td>Collaboration and other information management</td>
<td>13%</td>
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<tr>
<td>Total, information management applications</td>
<td>8%</td>
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<tr>
<td>Financial management systems</td>
<td>4%</td>
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<tr>
<td>Customer relationship management</td>
<td>5%</td>
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<tr>
<td>Manufacturing resource management</td>
<td>4%</td>
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<td>Electronic design automation</td>
<td>5%</td>
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<tr>
<td>Human resources management</td>
<td>9%</td>
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<tr>
<td>Risk management and payment</td>
<td>5%</td>
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<tr>
<td>Product life-cycle management</td>
<td>6%</td>
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<td>Call center/contact center systems</td>
<td>3%</td>
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<td>Supply chain management</td>
<td>6%</td>
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<tr>
<td>ePurchasing</td>
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<tr>
<td>Commerce servers</td>
<td>3%</td>
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<tr>
<td>Other process applications</td>
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<tr>
<td>Total, enterprise process applications</td>
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<tr>
<td>Healthcare systems</td>
<td>8%</td>
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<tr>
<td>Banking, securities, and insurance systems</td>
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<tr>
<td>Retail management</td>
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<tr>
<td>Public and education systems</td>
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<tr>
<td>Other vertical industry applications</td>
<td>4%</td>
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<tr>
<td>Total, enterprise vertical applications</td>
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An agile data migration and process integration methodology that can be defined to ensure a high probability of success with the highest quality delivery when integrating a new system into a corporate environment.
Process to Success

Understanding Your SaaS Solution

Defining The Project Context
1) Data Migration and Configuration
2) Process Evaluation and Change Management
3) Reporting and Data Integrity
4) Portal Integration into Existing Website/s

Project Management Context
1) Stakeholder Management and Communications
2) Risk Management and Action
3) Action Management and Follow-up
SaaS Solutions Options

Customers, Clients and Users

1. Web Interface
   - Database
   - All Data Co-Mingled

2. Web Interface
   - Database
   - Customer Independent Database

3. Web Interface
   - Database
   - Customer Independent Web & Database
Risk Management Exercise
- Agile drives risk discovery early in process
  - Individuals and interactions over processes and tools
  - Working software over comprehensive documentation
  - Customer collaboration over contract negotiation
  - Responding to change over following a plan
- General Rule... 80% of Features are not used...
  - Software True!
  - But would it also be true of processes?
    - Can you say that over 80% of all of your processes are used day in and day out?
Meetings & Status

Ensure Trust

Define the Critical Aspect

Bring Solutions

Stakeholder Hand Holding
Data Migration Gyration & Configuration Hunting

- Translation Issue
- Less Understood Issue
- Leaf Selection Issue
- Configuration Issue
Release Revelations

Release 0 – Early Release – Kick Tires

Release 1 – 50-70% of Data – Process Evaluation

Release 2/3/4/N – Increasing % of Data Migration – Solidify Processes

Go-live Release – Final scripts and processes ready
Re-Engineering Anxiety

**Prior**
- Perform Re-Engineering Effort Before Migration
- Reduces impact to end users
- Risky since it requires clairvoyance

**During**
- Perform Re-Engineering Effort During the Migration
- Most effective use of resources
- Risky since it put most stress on end users

**After**
- Perform Re-Engineering Effort After the Migration
- Extra effort since system changes are needed
- Risky with users establishing new habits
Product Backlog Popularity Contest

First Pass Release 0 Most Risk

Multi-Pass Release 1-N Medium Risk

Acceptance Release – Go-Live Least Risk

Vendor Backlog Management
Product Backlog ER

- Level 1 (CRITICAL)
- Level 2 (SOON)
- Level 3 (LATER)

Backlog Prioritization
To Achieve Go-Live
People, Process and Tools
Do or Die

* People
  * Need to have good skilled resources:
    * Project Manager
    * Technical Resources
    * Business Analysts (Reporting / Process)

* Processes
  * Need to have good project processes
    * Communications, PM Management, etc.

* Tools
  * Need to have good project tools for management
    * Action Management, Migration Scripts, etc.
Questions?
Leveraging:
- Data Analytics Strategy
- Software Development
- Staffing

Your Business Intelligence partner with expertise in data analytics, software development & technical staffing.
Greg Spehar MBA, PMP, ACP, Senior Project Manager

* 503-332-3663

* Personal: spehargreg@yahoo.com

* Company: gspehar@corsource.com

* CorSource:
  * Your Business Intelligence partner with expertise in data analytics, software development & technical staffing.
References