



## SaaS Ecosystem Support

SCC Sequoia provides planning, implementation, support services and oversight for several SaaS applications including Salesforce.com (SFDC) for clients coping with an ever changing SaaS ecosystem. Our work scope can vary from full management responsibility and accountability to guidance and mentoring on existing efforts, to planning your SaaS ecosystem roadmap.

---

### Do You Have These Concerns?

- Staffing to meet the SFDC/SaaS application demands?
  - Integrating with your existing applications (data quality and synchronization, etc.)?
  - The SaaS pricing models? ROI? How to manage SaaS' expense run rate?
  - Where SaaS should fit within the broader IT environment?
  - SaaS governance (i.e., selection, acquisition, ownership)?
  - What works? What doesn't?
- 

### Our Solution

Our process can involve assessing the “lay of the land” surrounding your SaaS ecosystem. We consider a number of current and future variables, for example: CRM and ERP requirements, mobility, complexity, data quality and architecture issues, customer and partner support, and change management.

Our in-depth, hands-on experience with SFDC and other SaaS applications is brought to bear on all aspects of your SaaS ecosystem. We look at the architectural fit and the potential for overlap with your existing capabilities. We work closely with your IT team to build support among your business unit stakeholder executives and power users.

We encourage a strong teamwork environment within the ecosystem team, and across all user and IT disciplines by aligning roles and responsibilities with skills and interests of the team members.

SCCSequoia ecosystem services can:

- Assist with ecosystem governance, budget, SaaS architecture, project portfolio, etc.
  - Manage and staff specific ecosystem projects as an extension of your internal staff
  - Guide the mapping of your future needs while clarifying your business requirements
- 

### What You Get: Benefits and Results

- Highly capable, well-seasoned, SaaS experienced managers, architects, implementers and support staff as extensions of your team
- A neutral and objective assessment of the value of the current ecosystem, an architecture overview, and a ratified SaaS application roadmap for the future of your ecosystem
- Recommended actions and oversight for ongoing governance of the SFDC ecosystem future including ecosystem project portfolio ranking