Cloud vs SaaS for Project Driven Organizations
By SNC-Lavalin's Faithful+Gould and LoadSpring

LOADSPRING

Introduction

Cloud-hosted computing and Software as a Service (SaaS) are terms with which we're all familiar. Selecting between these two approaches can be overwhelming. Each offers a different level of control, security, and management -- either one has its own challenges when it comes to deployment.

To help you decide which solution matches your business goals best, two innovators in their respective industries recently combined forces to present the facts:

- **LoadSpring Solutions**, the market leader in Cloud-based Project Management solutions
- **SNC-Lavalin's Faithful+Gould** (aka SNC/F+G), world-leading consultants in integrated project and program management

These experts have compiled a wealth of helpful information for anyone tasked with deciding which model is right for their business.

First, they advise, you need to ask a few essential questions:

- Why are application vendors so focused on SaaS?
- How do project-driven organizations choose between Cloud vs. SaaS?
- What's a good example of a deployment method for projects?

Why are App Vendors So Focused on SaaS?

As you weigh the pros and cons of various Project Management solutions, keep in mind what motivates vendors. Think about the benefits in SaaS deployment:

- Reduced risk of piracy
- Revenue streams compounded more predictably
- Supporting only one version means lowered costs
- Hardware costs kept to a minimum
- Faster software upgrades and patches
- Easier license management and use
- More affordable than desktop versions
- Faster implementation (configuration can represent 90% of initial service fees)

At first, many of these benefits look good on the contract. But the downside is that SaaS can increase costs over time. Take for example, a license used for two or three years. As shown below, the customer's cost for SaaS can be considerably more than on-premise perpetual licensing.

Cumulative Customer Revenue
(less Projected Churn & Cost of Capital)

Product Revenue

Subscription Revenue

Total | YEAR 1 | YEAR 2 | YEAR 3 | YEAR 4 | YEAR 5 | YEAR 6 | YEAR 7 | YEAR 8 | YEAR 9
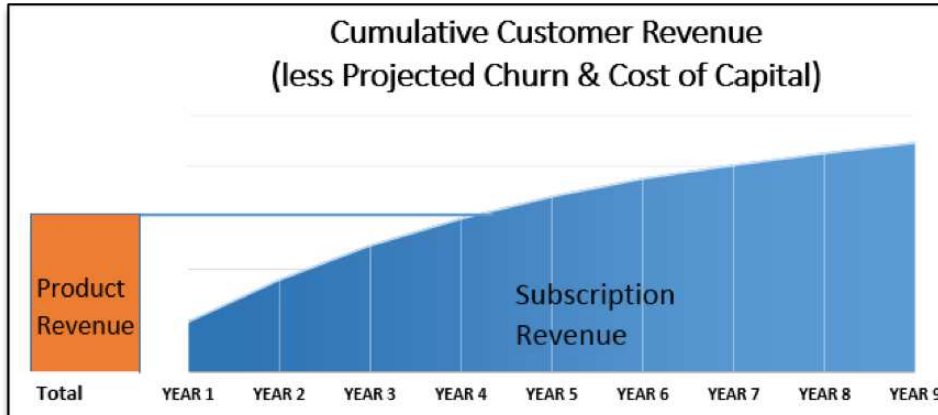
Cloud and SaaS Deployment Considerations

Cloud software deployment refers to perpetual on-premise licenses hosted in the Cloud. Project-intensive organizations should look closely at the following considerations:

Capability	Existing Software via the Cloud	New SaaS Software
Command & Control insight into the environment & applications	✓	
Leverages existing perpetual software licenses	✓	
Multiple best-in-class functional apps via a single platform	✓	
Software version/upgrade control across projects	✓	
Quick to deploy and leverages existing best practices	✓	
Database access and interoperability	✓	
Control over Security (RPO/RTO & Extreme DR)	✓	
Time to Value – Software in the Cloud in days..	✓	
Model works (IT "hands-off") if you can standardize enterprise wide		✓
Software upgrades are mandated by the ISV		✓
Software investment is much higher after first 18-24months		✓

Project Management companies often insist on having control over application version upgrades and want input into Cloud reliability and performance. It's important to know what that means during deployment and how it does or doesn't meet the needs of the organization. In addition to having that kind of control, they also want to leverage their perpetual licenses without having to rebuy them in a SaaS environment.

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Companies also want control over security: Specifically, that means meeting strict Recovery Point Objectives (RPOs) and Recovery Time Objectives (RTOs). Should a disaster strike, it's critical that project teams have easy access to all back-end data. Without the flexibility to set custom RPO or RTO parameters, data in a SaaS environment could be in jeopardy.
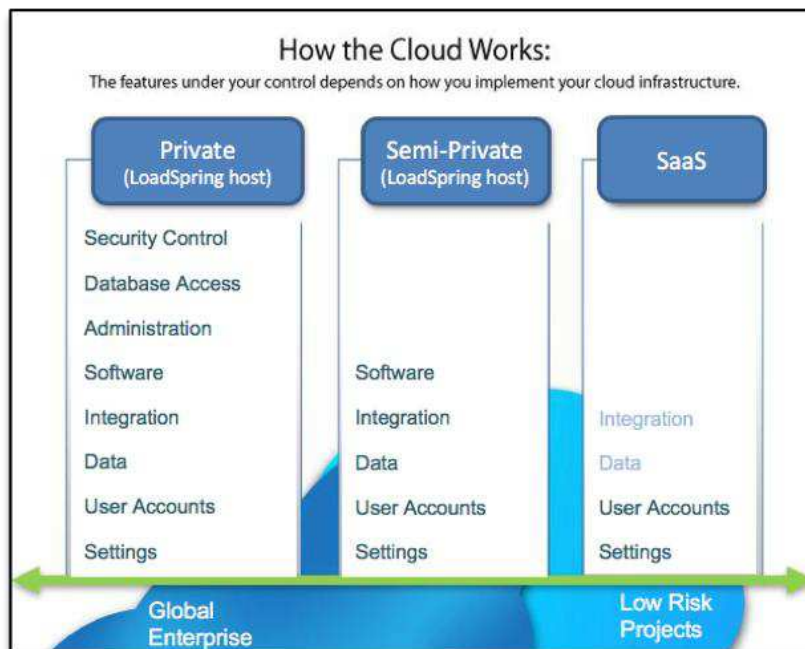
Other organizations find the SaaS model is ideal. SaaS tends to work for smaller, lower risk projects where the IT Department can merely take a tool from the Independent Software Vendor (ISV) and hand it off to their project teams. Still, there are considerations. For example, the timing of upgrades is often dictated by the ISV, which can be disruptive in the middle of a project. Another thing to keep in mind is the higher software investment.

The LoadSpring Cloud Platform vs. SaaS

LoadSpring's record growth in Cloud-based Project Management is founded in years of experience. The company has been Cloud-enabling Project and Program Management apps since 1999, specializing in hosting, supporting, and integrating more than 200 different software titles for the project and engineering needs of global organizations.

LoadSpring offers private and semi-private Cloud computing options:

- **Private Cloud**, where the client wants specific security measures, as well as control of all other pieces like database access and administration.
- **Semi-Private Cloud**, where the environment is shared, but the database is partitioned. This option continues to be secure and private while being a better fit for organizations that have less stringent security needs.

How the Cloud Works:
The features under your control depends on how you implement your cloud infrastructure.

As explained in the visual, the column on the right shows that SaaS tends to work better for lower risk projects or smaller organizations with simpler needs such as sharing names or contacts, or easy extractions of basic data. The ideal SaaS customer doesn't have strict requirements regarding interoperability, administration security, or control of all the data on the back end.

On the other hand, Cloud computing makes more sense for large organizations with complex apps, integrations, rigorous security requirements, or highly sensitive data.

This solution map is a sample of LoadSpring's expertise with different types of apps, and how their Cloud platform integrates with on-premise and SaaS software.

With a Cloud deployment option, your company can make choices based on very specific needs. For example:

- Which applications are already a part of your project/engineering ecosystem?
- What level of interoperability do you need with your on-premise ERP solutions like SAP, Oracle, Deltek, and others?
- Do you need to integrate with other on-premise or SaaS solutions?
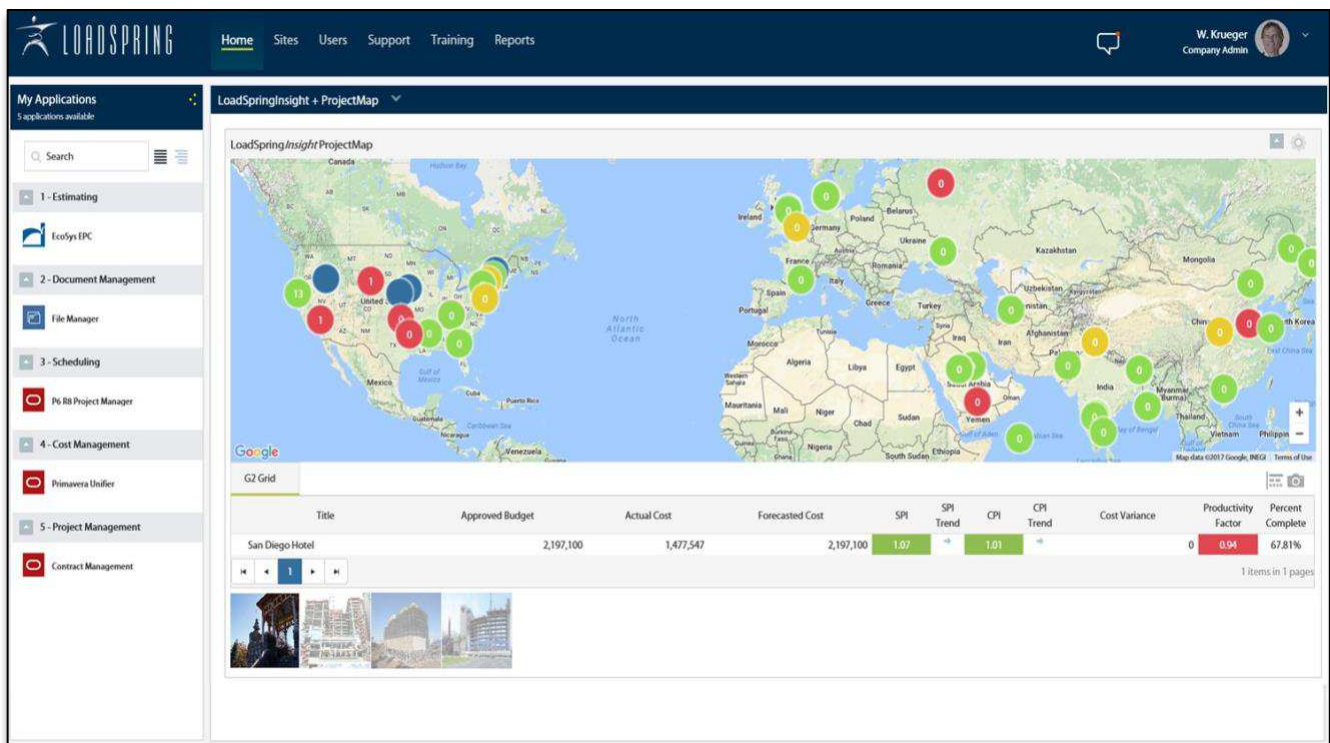
This is a screenshot of the LoadSpring Cloud Platform. On the left are different apps, each accessible using single sign-on. The platform launches as quickly and easily as any single app. Users can not only access software, but they can share them with the rest of the organization or drill down to see usage patterns of personnel around the world.

The easy-to-navigate dashboard aligns your applications the same way you model your business. This helps control user access across your organization —including contractors, subcontractors, and everyone else on a given project.

LoadSpring supports your hosted apps along with the integrations and your specific Cloud environment. Application training is available through the LoadSpring Academy module built right into the platform. Plus, this module enables you to add to your own training material. The LoadSpring Cloud Platform serves as a unified global source for all your best-of-breed applications.

CIO-Level Command and Control

Another differentiator between the LoadSpring Cloud Platform and SaaS is a powerful C-level command and control dashboard. Here are two of this tool's many benefits:

Insights into Security and Data Volume

The platform affords C-level executives an enterprise view of performance across all LoadSpring-hosted software. Execs can monitor security issues, such as the number of attempted attacks within any time frame. This is especially important for CxOs seeking security and reliability with a Cloud partner that monitors the process from end-to-end.

LoadSpring performs both penetration tests and backups, not only for the Cloud platform itself but for all Cloud-hosted applications. They also help busy executives track data volume and vital business intelligence using easy-to-read graphs, charts, S-curves, and other documents.
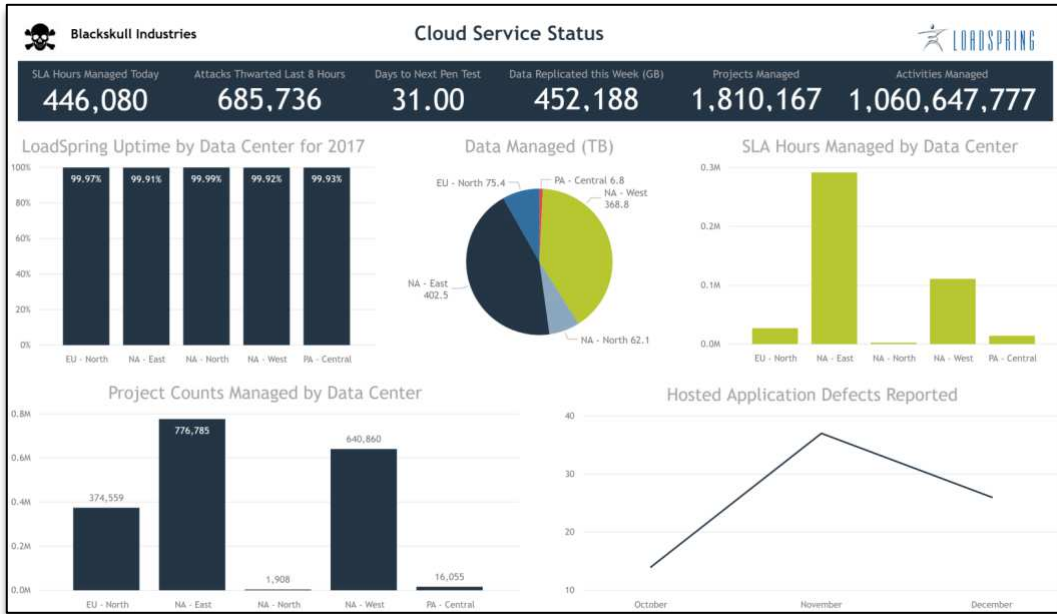
User Cloud Adoption Monitoring

At the company level, LoadSpring's executive dashboard gives insight as to which applications are deployed across each Line of Business along with user adoption and support cases.

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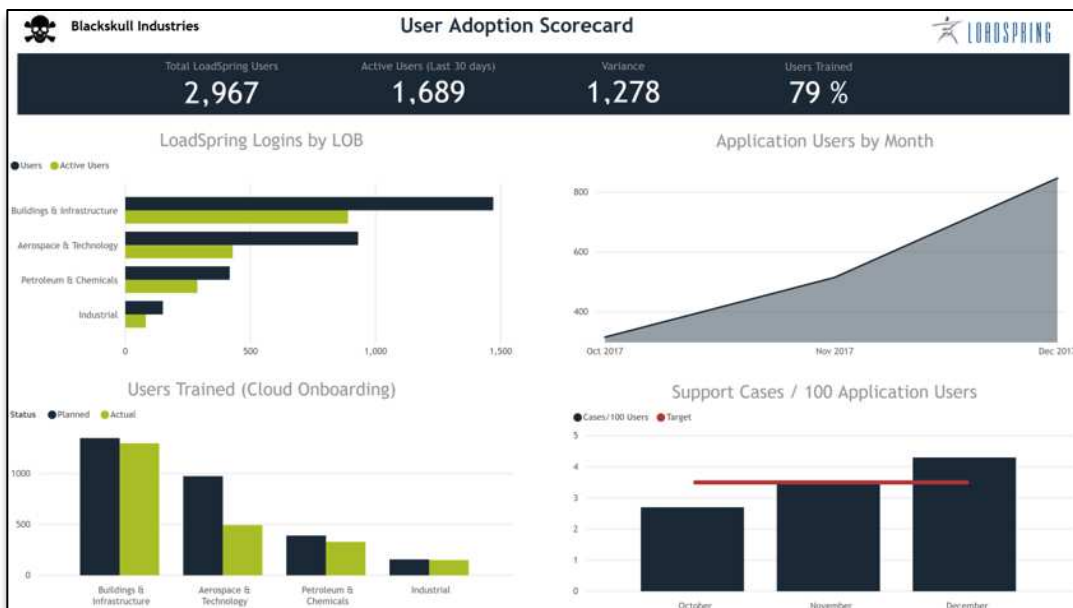
When companies make substantial investments in rolling out new software, leaders need to be sure their organization is getting maximum ROI through expert support and practical tools such as the User Adoption Scorecard above.

SNC-Lavalin's Faithful+Gould (SNC/F+G)

To execute projects for clients on time and within budget, this world-leading integrated Project and Program Management consultancy has vast experience in evaluating Cloud vs. SaaS deployment options. They deliver a variety of services across a range of specialized industries.

SNC/F+G's services span a full built asset lifecycle, from upfront estate optimization and strategic asset management, through to the delivery of capital projects. These services include Project Management, Cost Commercial Management, and Project Controls. Their endeavors span from school refurbishment to some of the largest landmark developments in the world.

The Digital Transformation of SNC/F+G

More companies like SNC/F+G are transforming digitally to increase their value to important clients and projects. Their process is built on three pillars:
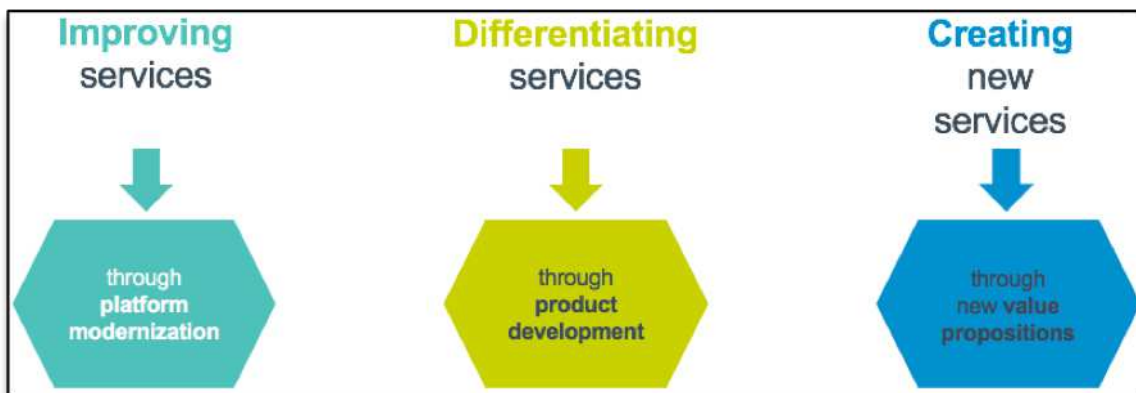
IMPROVING SERVICES through platform modernization resonates well when evaluating Cloud vs. SaaS deployment methods. For companies like SNC/F+G, supporting excellence and providing better services depends on consistently improving their platform.

DIFFERENTIATING SERVICES through product development requires some system rationalization, but digital transformation relies more on having the right tools in place to support key services. As SNC/F+G builds on their preferred platform, they blend their expertise with a growing digital capability, developing new offerings that set their company apart.

CREATING NEW SERVICES through fresh value propositions requires that companies like SNC/F+G use both emerging and existing technologies. By observing and learning from other industries, they work with clients to identify and address strategic needs. Platform modernization is at the heart of deciding between Cloud and SaaS options.

Platform Modernization

There are five challenges that companies face when modernizing their platforms:

Balanced portfolio. It's essential for Project Management companies to have a range of solutions – and to standardize them throughout the organization. At the same time, companies need to provide the right systems for different project environments. Many companies depend on flexibility and agility in a solution to meet the requirements of their projects, and some may have exceptionally specific requirements. On occasion, clients may insist on integrating with their systems. There can also be expectations regarding software version control and interoperability that must be met with as little internal effort as possible.

Integrated solutions. Each tool, each piece of a software system on its own can be extremely powerful, but they need to be integrated, too. Having the right integrations in place helps ensure that data is where it needs to be, with the people who need it, at the right time. By consolidating all your data, you can selectively store it, then drive technical insight and analytic platforms to extract what you need. This helps you gain even greater value from the data at the business level.

Simplicity. It's vital for Project Management companies to keep things manageable, including the number of systems in place, support, maintenance and spinning up new project environments. Simplicity helps provide a smooth and seamless experience for project teams who use those tools every day.

Scalability. It's critical to size your company's application portfolio to meet changing demands. As projects begin, expand, shrink or end – along with staff and contractor counts – the type and number of software licenses needed must be easy to track and change on the fly.

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Maximizing ROI. As with all business challenges, there's an investment required. It's key for companies to have a direct line of sight into how that investment in tools and their deployment add value. Because the LoadSpring Cloud Platform allows easy dissemination of data that leads to faster decision-making, your return on software investments takes place more quickly.

Cloud vs. SaaS: What are Your Options?

Software as a Service	Cloud hosting (LoadSpring)
• Variety of solutions • Simple hosting • 'Modern' means of deployment However.... • Multiple vendors & multiple SLAs • Lengthy procurement processes • Integration challenges • Numerous access points • Confusion over who 'owns' data	• **Single** solution • Managed service • **Flexible & Scalable** • Consistently **excellent** • **Partner** on our digital journey • **Simpler** integration • Can connect to SaaS

The SaaS Option

When it comes to SaaS, there's a wide variety of solutions that are simple and easy to access. SaaS also provides straightforward hosting through a single contract and is viewed as a "modern" means of deployment. But when trying to scale up and down across an organization, problems arise. Troubles can flourish when working with multiple vendors, multiple SLAs, unreliable up-time, data recovery, etc.

There might also be integration challenges along various access points where teams must bookmark different URLs just to access each SaaS tool. And then there's the confusion over who actually *owns* the data on that SaaS platform.

The Cloud Hosting Option

The beauty of Cloud hosting is that it gives you a single solution and a single, open, managed hosting service. It's both flexible and scalable, allowing you to adapt to ongoing changes in software tools as needed by your project teams.

For example, flexibility is key when a project ends and teams need to gather the specific set of apps that were spun up for that project. Cloud hosting offers that "room to move" by not tying you into a long-term or fixed-term SaaS contract. For companies needing multiple versions of the same software due to change or modernization, flexibility is even more important.

Cloud hosting solutions can provide platform integrations that are far simpler than building and maintaining your own infrastructure. Providers like LoadSpring upload all

your apps, do the integration, and let you connect to a variety of SaaS options – all through one simple, secure platform.

CASE STUDY: SNC/F+G and LoadSpring

This is what an SNC/F+G's recent global service map looks like with Project Management Cloud hosting provider, LoadSpring:

SNC/F+G uses over ten core products, hundreds of database steamers, and has 1,500+ software users. Using LoadSpring as their Projects and Program Management delivery Cloud platform for their many configured solutions helps SNC/F+G manage more than £1 billion GBP in capital projects a year.

Their core products include *P6*, where LoadSpring supports partnership across project teams and third parties, *Epoch*, a legacy project control solution, and *Exactal's CostX®*, their preferred cost estimating solution.

Global Cost Estimating: Solving the Problem

The problem
- Legacy contract & a need to ensure best fit
- Time constraints
- Constraints on deploying software locally

The solution
- 4 evaluation environments in LoadSpring
- Hands on time & supplier engagement
- Evaluation → production

SNC/F+G had a legacy contract with a client who wanted to reexamine best-of-breed project and Program Management tools and make sure they had the best solutions in place. They wanted to minimize the tool evaluation demands on their operational delivery teams. There were also constraints on deploying their software locally.

Solution? On-premise solutions weren't an option; the lead time was too long and hauling laptops around for evaluation purposes wasn't going to work. That's when SNC/F+G reached out to LoadSpring, who provided four evaluation environments for four products -- all in just a week. The evaluation had to take place side by side, then get those environments moved seamlessly into production. The LoadSpring Cloud Platform gave SNC/F+G access to their global user base without having to deploy again and again.

They scaled down the apps that weren't the best solution, then migrated the other ones into production. They brought in additional users, then scaled up their deployment and the infrastructure to support them. In the process, SNC/F+G moved from a single private Cloud into a Global Cloud. In this way, they could host their software where they'd get the best performance for users while offering all their applications in one seamless platform.

Straight from the Top

Alex Catmur, Business Systems Lead at SNC/F+G says the way his teams do business now is *"...a testimony to the ease with which LoadSpring helped solve our Project Management software challenges. I was even able to take some time off from hand-holding users."* He went on to say, *"These projects need to have a specialized Cloud hosting provider to make them work. LoadSpring has become a key partner in our digital transformation journey."*

Strength Through Simplicity

LoadSpring's Cloud Platform brought SNC/F+G's global teams together to deliver their worldwide clients services across four different divisions. Harnessing a single platform like LoadSpring helps them solve the drawbacks of on-premise and SaaS deployment. Now they have a common way to let external or third-party organizations securely access each environment.

Many Project Management tools perform just fine for standalone service support, but the trick is to bring your clients and supply chain into that environment for easier collaboration.

SNC/F+G intends to continually invest in their digital transformation journey and their existing applications to evolve and meet the changing needs of their clients. Data is at the heart of their business, making analytics and Business Intelligence critical to project success – all enabled by the LoadSpring Cloud.

Conclusion

SNC-Lavalin's Atkins group of companies – Including F+G – are now adopting Cloud deployments by default. Cloud hosting lets companies to bring their clients into project delivery environments securely and easily. This leads to complete transparency and improved client satisfaction.

The real value of Cloud hosting versus SaaS offerings is the ability to adjust and scale performance to meet client needs. With a SaaS approach, Project and Program Management teams are constrained by the internal resource that they share across an entire business. The fine-tuning afforded by Cloud hosting means they can optimize the applications and the infrastructure for the best possible performance.

There are many considerations when deciding which software deployment solution works best for your business, such as privacy/security, cost savings, flexibility, control, and service maintenance. The concrete benefits of Cloud-based solutions continually set a higher standard of excellence throughout the Project Management community.