

# 10 Questions to Ask Your Potential SaaS Vendor

# Where Do You Start When it Comes to Picking a SaaS Vendor?

Making the move to a new type of software can be a big business decision, so it's one you need to make sure you do carefully and with the right amount of consideration.

Below we've compiled a list of the 10 questions we think you need to ask your potential SaaS vendor before you take things any further.

If you receive a "No" or a qualified response to any of these questions, odds are the vendor is probably running a traditional application on a server (virtual or physical) within a data centre. There's nothing wrong with that per se, but it does mean you may be at risk of sacrificing certain SaaS advantages such as accelerated feature delivery, risk mitigation, and integrations with other SaaS offerings.

# The 10 Questions to Ask Your Potential SaaS Vendor

1. Do you have one codebase that every customer uses?
2. Is the infrastructure fault tolerant (less than a few seconds of downtime)?
3. Is there a fully redundant infrastructure (ideally geographically redundant as well) that can be used for failover?
4. Is my instance of the product on the same infrastructure shared with other customers?
5. Are there frequent updates? How often are they performed?
6. Are these updates automatically applied without customer intervention?
7. Are the only avenues to customise the software via an API, configuration option, or adding that customisation to the global development roadmap?
8. Are there integrations available with other SaaS applications?
9. Can the vendor quickly (i.e. within a few minutes) add more computing power to the infrastructure in response to rapid growth?
10. Is there a clear, 3rd party administered, real-time view of the SaaS vendor's historical uptimes and performance for the entire platform?

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