CASE STUDY

Feasibility of a SaaS/On-Premise model for a Loan Management Solution

THE CUSTOMER
A Software Provider assisting the Banking and Financial services organizations by providing Lending Management and Enterprise Dealer Management Solutions.

THEIR NEED
Our customer has a legacy Lending Solution developed using Microsoft Dynamics Navision that is offered in the traditional on-premise model to Financial Institutions and Banks. The Product has evolved over the last 10 years and is offered at reasonably attractive price to their customers. However, recently the product has developed certain concerns such as:

- MS Nav (earlier Navision) has become expensive. So, adding new features to the product has become challenging for our customer. They are needed to spend more on Navision licenses and also are unable to pass on the cost to their clients. This resulted in stalling of further software development and sales.
- MS Nav itself was limited by features making it difficult to provide a lot of customization to their clients.
- Our customer wanted to extend the software to small and mid sized companies to expand their market reach. This meant offering the software at further attractive prices and the MS Nav situation was not allowing this to happen.

So, our customer wanted to explore the development of a new software in traditional .NET technology and were debating a SaaS or an On-premise model for this software.

OUR SOLUTION
After a few rounds of initial discussion with the Head of Product Development, Aspire recommended a 2-day deep-dive workshop at our customer’s location. During this session, Aspire performed the following exercises:

- Interviewed all the key stakeholders such as Product Manager, Technical Architect, Product Development head, QA/Testing Manager, etc to gather relevant information about the product, market, Product architecture, pain points with the existing product, and so on.
- Identified competitors and performed a competitor study.
- Understood the business requirements for the new product.
- Reviewed their non-functional requirements.
- Understood their current operational processes and identified gaps from the ideal scenario.
- Studied their current software development process.
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Based on the information gathered on the first day, Aspire’s Senior Technical Architect and the Business Analyst presented a report to all the key stakeholders that captured our recommendations for the customer in the following areas:

**Recommended Software Delivery Model:** After the competition study and various other considerations, Aspire recommended a SaaS delivery model for the product in a phased approach. The new software will be built in and delivered a web-based hosted model with multiple instances of the same software (same code base) installed individually for each of their clients. This will evolve into a multi-tenant SaaS solution in the future versions.

**Aspire identified the areas that should be addressed from a Business standpoint in order to effect the transition to SaaS. This includes items like legal compliance in:**

**High level approach to SaaS Development:** Aspire provided the technical approach for building their SaaS product. The approach included segregation of the entire product to 3 silos – SaaS Functionality, SaaS Framework and Product Functionality.

**Aspire suggested the operational changes along with industry best practices and processes that are required to sustain/manage their SaaS product. This includes recommendations on hosting infrastructure, SLA monitoring, Product Support and Billing/Invoicing.**

**Development Process:** Agile or Iterative life cycle.

**Overall engagement model.**

**Benefits**

This analysis helped our customer in the following areas:

**Provided them an insight into a phased approach for SaaS that sounded reasonable to them.**

**Gave our customer visibility on the various business and non-functional requirement considerations for the software, which was not aware to them before this analysis.**

**Our recommendation for the technical approach allowed the customer to strategically tackle the silos individually instead of taking everything at the same.
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Our recommendation to use PropelSaaS, a Solution Accelerator for developing new SaaS solution, which could save almost 30-40% of time and cost for the customer gave our customer the confidence to focus more on the product functionality rather than trying to reinvent the wheel for the SaaS architecture.

ABOUT ASPIRE SYSTEMS

Aspire Systems is an Outsourced Product Development firm committed to helping our customers build software products better and faster. We work with some of the world’s most innovative Independent Software Vendors and software-enabled businesses, ranging from start-ups to established industry leaders, transforming the way software is built.

Aspire provides complete product lifecycle services, ranging from new product development and product advancement to product migration, re-engineering, sustenance and support. Our product development teams are spread between our Global Innovation Center in Chennai, India and offices in the United States.

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