

# SaaS Provider

## Evaluation Checklist

### To Build Business Resilience

|  | YES                      | NO                       | OTHER CHOICES            | COMMENTS                 |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| <b>APPLICATIONS &amp; PROCESSES</b>  |                          |                          |                          |                          |
| <b>Does the cloud provider offer a complete set of SaaS applications for your entire business?</b>                                       | <input type="checkbox"/> | <input type="checkbox"/> |                          |                          |
| Is the cloud provider offering a single departmental solution?   | <input type="checkbox"/> | <input type="checkbox"/> |                          |                          |
| Does your cloud provider offer a complete suite of connected intelligent processes for your entire business?                             | <input type="checkbox"/> | <input type="checkbox"/> |                          |                          |
| Do these complete processes rely on a single version of the truth for all your internal data?  | <input type="checkbox"/> | <input type="checkbox"/> |                          |                          |
| Can you easily complement your internal data with the power of external real-time data to produce better business outcomes?              | <input type="checkbox"/> | <input type="checkbox"/> |                          |                          |
| <b>INNOVATION &amp; INTEGRATION</b>  |                          |                          |                          |                          |
| <b>Does your cloud provider enable your business to be more resilient with emerging technologies?</b>                                    |                          |                          |                          |                          |
| Does your cloud provider use pre-built SaaS apps such as: AI, IoT, digital assistants and blockchain to enable better business outcomes? | <input type="checkbox"/> | <input type="checkbox"/> |                          |                          |
| Does your cloud provider support global automatic quarterly updates for the latest innovations in SaaS applications?                     | <input type="checkbox"/> | <input type="checkbox"/> |                          |                          |
| Does your cloud provider allow you to connect easily with other departments, 3rd parties, clouds, and smart devices?                     | <input type="checkbox"/> | <input type="checkbox"/> |                          |                          |
| <b>SECURITY &amp; INFRASTRUCTURE</b>   |                          |                          |                          |                          |
| <b>Is your cloud provider proven and trusted?</b>  |                          |                          |                          |                          |
| How long has the cloud provider been managing security on an enterprise scale?   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Does your cloud provider employ certified personnel to manage global data center infrastructure?   | <input type="checkbox"/> | <input type="checkbox"/> |                          | — YEARS —                |
| With what frequency do they invest in modern infrastructure?   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Not in the last year     |
|  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | — , — , — , — , — —      |

|   | YES                      | NO                       | OTHER CHOICES   | COMMENTS        |
|---|--------------------------|--------------------------|---|-----------------|
| <b>SECURITY &amp; INFRASTRUCTURE</b>  |                          |                          | <input type="checkbox"/> Compliance / GDPR<br><input type="checkbox"/> Industry Regulations<br><input type="checkbox"/> 3rd Party Audits<br><input type="checkbox"/> All of the Above |                 |
| <b>Does your cloud provider use a layered, unified security approach?</b>   |                          |                          |   |                 |
| What steps is the provider taking to mitigate risk?   |                          |                          |   |                 |
| Can the provider show proof of capabilities?<br>(i.e. security certifications, independent audits)                          |                          |                          |   | <i>Comments</i> |
| <b>Does your cloud provider operate at a high level of mission critical reliability?</b>                                    |                          |                          |   |                 |
| Do you know where your data resides?<br>(i.e. country and data center)  | <input type="checkbox"/> | <input type="checkbox"/> |   |                 |
| Does the cloud provider use one monolithic customer database for all its customers, increasing risk, hampering performance? | <input type="checkbox"/> | <input type="checkbox"/> |   |                 |
| Does the cloud provider employ cloud experts who are knowledgeable about security throughout the entire technology stack?   | <input type="checkbox"/> | <input type="checkbox"/> |   |                 |
| <b>DATA MANAGEMENT</b>  |                          |                          |   | <i>Comments</i> |
| <b>How does your cloud provider support data integrity?</b>   |                          |                          |   |                 |
| How do you transfer your data quickly and safely to get up and running in the cloud?  |                          |                          |   |                 |
| How do you make changes to the data structures (add fields, etc.) when needed?  |                          |                          |   |                 |
| In what format will you get your data if you decide to leave the service?   |                          |                          |   |                 |

**Instructions:** If you answered "no" to more than half of these questions, you can benefit from a more resilient business solution. If commented answers suggest there is room for improvement, you may want to better understand the impact of modernizing your software choices and the impact to your organization.

**Oracle is here to help you with answers to all your cloud provider questions.**

**Phone: +1.800.633.0738 or contact your Oracle Sales Representative at:**

**<https://www.oracle.com/corporate/contact/global.html>**

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