

**TOP
5
CONSIDERATIONS**
for CIOs

CHOOSING SaaS PRODUCTS

**In-country evaluations
a CIO must make**

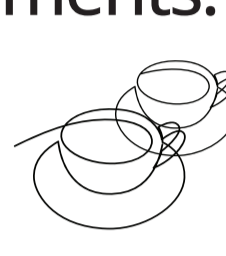
Data Privacy and Compliancy Regulations

Know the law,
trust the service

Choose SaaS
*with comprehensive
compliance support*

Evaluate the data privacy and compliance regulations in the country where the organisation operates or where data is stored and processed. Ensure that the SaaS product complies with local data protection laws, such as the Australian Privacy Act 1988.

Bottom line: While most adhere, not all SaaS providers offer the same level of support in applying the Privacy Act to your business. It's essential to select a provider that offers comprehensive compliance assistance, including data protection and privacy impact assessments.



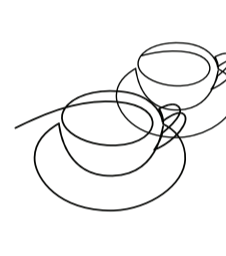
Data Sovereignty Requirements

Keep it local:
your data
*your borders,
your control*

**Is your
policy game**
*keeping up
with rapid change?*

Data sovereignty requirements mandate storing sensitive or regulated data within the country's borders. Ensure your SaaS provider offers data residency options or data centers located in country to comply with data localisation requirements and address concerns about data access, control, and jurisdiction.

Bottom line: In the AI era, ensure queries are processed in-country, encrypted, and deleted after use. The distinction between internal data and SaaS-stored data—and what AI can access—poses more policy challenges than technical ones.



Network Latency and Performance

**Latency
might not be
as big
a problem**

**Compared
to the resiliency**
*of network paths
to your cloud provider*

Consider factors such as network infrastructure, connectivity, and geographic proximity to users to ensure optimal performance, reliability, and user experience for local and regional stakeholders.

Bottom line: A significant statistic shows that 80% of businesses use at least one SaaS application in their operations, and 70% of the apps used within companies are SaaS-based. This underscores the critical impact that network disruptions can have on business functions (SaaS Academy).



After 30+ years of experience...

“Modern, cheap SaaS platforms are abundant, but your unique needs require local application and support to facilitate your business growth, not just the vendor’s success.

Remember, choosing the right partner can make all the difference in achieving your goals.”

Stephen Colbert

Cultural and Language Considerations

**Can’t converse
in multiple
languages?**

**It will likely
break your
native connection—
the struggle is real**

Ensure that the product offers multilingual interfaces, documentation, and customer support options to accommodate diverse user preferences and facilitate communication and collaboration across language barriers.

Bottom line: In a connected world your in-country SaaS provider makes a difference when the product can connect your teams, suppliers and customers across the globe in their native language.



Vendor Reputations and Local Presence

**If it’s simple
and consistent,
buy it from anywhere**

**If it underpins
your business,
keep ‘em close**

Consider factors such as vendor stability, customer references, and local partnerships to assess the vendor’s commitment to serving local markets, addressing customer needs, and providing ongoing support and innovation.

Bottom line: When in doubt, simply ask: *how many support personnel and product development teams do you have locally?* If your application needs heavy customisation and integration, without local presence **you might end up in someone else’s queue!**



*Like to delve into, dissect or
draw on my experience over
a coffee — let’s set up a time...*

