

**TOP 5**  
**CONSIDERATIONS**  
for CIOs

# Best of breed or a single SaaS platform?

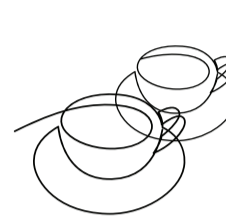
## Integration and interoperability

**Does a single SaaS solution offer everything or is...**

**a combination of best of breed best for you?**

Evaluate the integration and interoperability of both options. SaaS platforms may offer pre-built integrations, while best-in-breed applications can need custom efforts. Consider your IT landscape's complexity and ease of integration with existing systems.

**Bottom line:** Regardless of which option/combination, it's the glue that binds us. **Integration is key.** A 2021 MuleSoft survey found 89% of IT leaders reported integration challenges as a significant barrier to digital transformation, highlighting the need for careful evaluation.



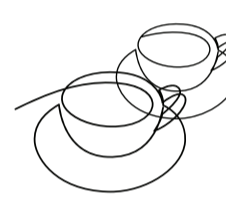
## Customisation and Flexibility

**Flexibility can be a blessing or a curse**

**So, just because you can, don't!**

Assess each option's level of customisation and flexibility. SaaS platforms offer standard features and configurations, while best-in-breed applications allow more tailored solutions. Consider the customisation needed to meet your unique requirements.

**Bottom line:** Focus on essential features. A Standish Group study found **45% of custom-developed software features are never used**, and only 20% are frequently used. Prioritising necessary customisations avoids overengineering, reducing complexity, costs, and improving adoption.



## Scalability and Growth

**Future proofing is essential**

**So, scale as you need and can afford**

Consider the scalability and growth support offered by both options. **SaaS platforms** provide more scalable solutions with built-in support for expanding functionality and user base. **Best-in-breed applications** may require additional investments and integration efforts as your organisation grows.

**Bottom line:** Activating unnecessary features can lead to significant opportunity costs. Resources spent on them could be better allocated to critical projects, enhancing business value and user satisfaction.

### After 30+ years of experience...

“ Unlike in Lord of the Rings, *one ring to rule them all* most likely won't work. Rather, consolidate to key core SaaS and build the best of breed to where you need it most. ”



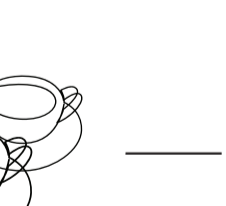
## Total Cost of Ownership (TCO)

**TCO goes much further than just the implementation**

**True cost and payback includes how users, the workforce and suppliers use the system**

Compare upfront costs, ongoing fees, maintenance, support, and integration expenses. SaaS may offer bundled pricing with lower upfront costs, while Best-in-Breed applications provide more flexible pricing based on usage. Consider long-term cost implications and ROI.

**Bottom line:** Gartner found 60% of TCO for IT systems is often underestimated due to hidden costs like maintenance, integration, training, and support. Overlooking these costs leads to budget overruns and unanticipated expenses, impacting financial planning and project success.



## Vendor Stability and Support

**Being shiny and new are not indicators of ROI**

**CIO's must not succumb to the buzz during assessment**

Evaluate the stability, reputation, and support capabilities of the each vendor. Critical factors in assessing viability include their track records, financial stability, security practices, and customer satisfaction.

**Bottom line:** Does your vendor/product have in-country, on-the-ground support? Where are the decision makers based? Is the product 'new age' or 'stone age'?

Think 10 years ahead—if it all stacks up, you'll achieve your ROI.



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

