

According to Gartner, by 2011, 25 percent of the software solutions used by companies in the world will be SaaS (Software as a Service). SaaS is an on-demand, online solution based on a per use or monthly fee, and of which the US based Salesforce.com has become a specialist by providing a CRM (Customer Relationship Management) solution.

Others, among which the major players of the American software market such as Oracle, IBM, Microsoft and the world leader in business software, German SAP, have also launched themselves into “on demand e-business” softwares aimed at midsize businesses in particular. In France, actors like Cegid who bought out Comptanoo.com (nicknamed “the tool box of the VSE manager”), Business Objects through Crystal Reports on demand, or Dassault Systèmes’ “software” division are also showing interest in SaaS.

For companies which use these solutions, opting for SaaS is first and foremost an attempt to reduce costs entailed in deploying and on-site maintenance of such solutions. However, making savings on the training of collaborators on the selected solutions is not a smart move. “While SaaS and business complexity were perceived as incompatible up to know, today things are changing : **functionalities are more numerous and customization possibilities offered by SaaS** stimulates interest amongst SMB and big companies alike” observes Robert DeSisto, VP analyst for Gartner.