

Aspect	Sub-Aspect	SaaS (Hosted) Solution	On-Premise Solution
Save Cost	Capital/Infra Expenditure	Customers freed from bearing these expenses	Customers need to make financial provisions for servers, space, etc.
	Training	Lesser training cost since vendors provide training resources, demos	Customers need to make financial provisions for training, spaces, etc
	Transparency	Everyone knows it, predictable & , Transparent costs, Pay-As-you-go	Associated multiple hidden costs
	Maintenance	Customers need not worry. Vendors take care of maintenance	Heavy reliance on vendors. Customers need to carry on maintenance activity
	Dependence on IT staff	Not required, focus on business aspects	Maximum (~Total)
Save Time	Accelerated Deployment	Shortest time to start using it, sign on & basic configuration and you are done	Slow implementation & upgrade
	Support for issues in s/w	Issue can be rectified easily and deployed seamlessly (if it fits generic requirement)	Issue need to be fixed either a patch or to be packed for next release cycle
	Demo on the fly	Anywhere, anytime	Demo request & prior arrangements are required
Benefits to user	Usability	Generally good, attributed to social media impact	Legacy frameworks tend to make it less user friendly
	Accessibility	Anywhere, anytime	Inherently limited accessibility; depends on customer's investment
	Scalability	Do it on the fly. Very easy to scale up or down	Need vendor's support at least for up-scaling
	New features	Evolve continuous and made available seamlessly	2+, 3+ years release cycle
	Performance	99.9% uptime based on SLA	No performance assurance, depends on IT support
Security	Security	Highly secure: depending on hosting service provider, security certificates,	Governed by measures taken by customers on premise
Modalities	Customization	Limited. One can change configuration	Possibility of extensive customization
	Licensing Model	Subscriptions	Perpetual, Subscription