Software as a Service (SaaS)
An overview of SaaS and answers to frequently asked questions

Even as more and more organizations turn to vendors that offer software as a service (SaaS) solutions, there are still some concerns about employing this type of service. Below, we provide answers to frequently asked questions about SaaS.

FREQUENTLY ASKED QUESTIONS

“Will we lose control of our client data?”
No. Some nonprofit professionals mistakenly believe that using subscription-based services to store and manage client data will mean that they will lose control of critical assets. This is a common misconception. As with any license model, you retain ownership of your data with a subscription service.

“Will my data be safe if it isn’t stored at my location?”
Absolutely. Blackbaud offers the highest level of security measures to protect your data. Data security is central to the success of SaaS-based services, so we offer the latest technology available to ensure your data is secured and protected at all times — a safeguard that was previously unaffordable to most nonprofit organizations. It is also important to note that those who have been exposed to security breaches were using traditional, non-SaaS solutions.

“How do I handle industry regulations that require me to keep my data onsite?”
Most regulations suggest or require data protection measures to ensure personal information is protected. At present, no regulations mandate that data must be stored in-house. Working with a vendor that offers software as a service does not disregard these regulations — rather, it allows organizations to offload technical requirements to the service provider.

“Why should I consider a software as a service?”
SaaS solutions dramatically increase the ease-of-use and security for your data, so you and your staff can focus more time developing fundraising strategies and meeting the needs of your mission. Benefits include:

- Increased data security
- Zero infrastructure
- Platform independence
- Easy to implement
- Instant software updates
- Predictable costs

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continued on following page
FREQUENTLY ASKED QUESTIONS, CONTINUED

“What happens if your website goes down?”
In addition to securing customer data, we monitor our network to ensure available “up-time” is within industry standards. This means that you can access your data anytime and from any location with an Internet connection.

WHAT ANALYSTS ARE SAYING ABOUT SAAS

“What we have found is that SaaS providers actually offer better data security and better application reliability than in-house operations, because the data centers are up-to-date with security management and have built-in redundancy.”

— Beth Enslow, Aberdeen

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— Erin Traudt, Research Analyst, SaaS Research IDC

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To learn more about the benefits of using software as a service, contact a Blackbaud account representative today.