

Enterprise Implementation of a Software-As-A-Service Solution: An Experience Report

*Software-as-a-Service or SaaS is a “new” approach to providing software solutions based on a Multi-tenant solution, focusing on configuration over customization and moving companies from software licenses/maintenance to software subscriptions. SaaS helps reduce the costs of managing software and provides faster implementation opportunities but it also requires a different perspective for large enterprise IT organizations to manage. This presentation provides an experience report of several SaaS implementations at a large enterprise IT organization. Presented at the **2010 Project Management Institute Conference (Houston).***