

>> Hayes Software Systems***Transitioning A Product Suite From On-Premise to a SaaS Model*****>> Business Challenge**

Hayes Software Systems (Hayes) has a mature suite of on-premise software applications implemented primarily in school data environments. Because schools and school districts often lack the staff and funding to support complex IT infrastructure and software applications, finding a cost-effective solution for Hayes, which would allow them to deliver their solutions through the Internet to their customer base became paramount.

Hayes also determined that the only way to expand its market reach efficiently with this model would be to deliver their applications through a customizable, multi-tenant Software-as-a-Service (SaaS) platform capable of supporting their multiple vertical solutions. The Hayes team sought external SaaS experience to ensure a smooth transition and efficient product development, for which Hayes turned to Scio for assistance.

>> Solution

The first step in helping Hayes move to SaaS was a consulting phase to collaboratively define the product and marketing requirements for the Hayes SaaS platform and for Lot Connect, the Hayes parking enforcement solution. Hayes selected Lot Connect as their first product to be offered in the SaaS model because of its relatively straightforward feature set, compared to their other products.

During one week on-site. Scio consultants worked together with the Hayes team to identify the key elements that their SaaS platform had to include, based on the required core functionality, their target markets and pricing models. After another week of remote consulting, Scio delivered two product requirements documents, one for the SaaS platform and one for Lot Connect.

The second step in the process was defining technical architecture and product features to drive the actual development of the SaaS platform and the Lot Connect product. During this time, Scio also supported Hayes in selecting a hosting provider, and the two teams worked together to define the application User Interface (UI).

In addition to defining the usability requirements and look-and-feel, this task also included evaluating commercial AJAX components for implementation. A multi-tier architecture based on Web Services was selected to provide the foundation of the SaaS platform and enable the future integration of additional products. ASP.NET was selected as the development platform, with MS SQL Server for the database, Windows Server 2003 and IIS on the infrastructure, and Telerik components for the UI.

EXECUTIVE SUMMARY

Customer Name

- **Hayes Software Systems**

Industry

- **Education Administration & Parking Enforcement Solutions**

>> Business Challenge

- Expand product offerings and market reach
- Reduce time-to-market and support costs by utilizing the SaaS mode

>> Solution

- Scio provided SaaS consulting services to plan a roadmap for Hayes' SaaS solution.
- In 7 months, Scio built Lot Connect and the foundation of Hayes' SaaS platform, using ASP.NET, MS SQL Server, and Telerik UI components.
- The Hayes SaaS platform will serve as a SaaS product platform for other applications in the Hayes product suite.

>> Business Value

- Hayes was able to expand its customer base to hospitals, government and commercial markets
- Hayes was able to leverage the experience of Scio to lower risks and costs in planning, designing and developing its new SaaS offering

>> Hayes Software Systems

During the final phase, the actual development of Lot Connect and the foundation modules of the SaaS platform were completed. Over a five-month period, Scio worked with the Hayes team using an Agile development approach; holding daily Scrum meetings and working in two-week iterations. At the end of this phase, Hayes was able to launch Lot Connect to the market and sign-up their first SaaS customers.

>> Business Value

As a result of the initial SaaS consulting services, Hayes was able to identify the elements required to build a proprietary SaaS platform that will support them to transition future applications from its product suite to SaaS. Also, by architecting Lot Connect with multiple verticals in mind, the application was built in a way that will help the company expand its customer base to hospitals, apartment complexes and other government and commercial entities.

For Hayes' customers, their new On-Demand application reduces the cost of entry and infrastructure, eliminates software licensing, eliminates long-term contracts and dramatically cuts upgrade and support costs; thus creating a larger target market for Hayes that it can serve more economically. Additionally, since all updates occur via the Web, Hayes customers' technical staff is freed to concentrate on mission critical applications and infrastructure.

>> Next Steps

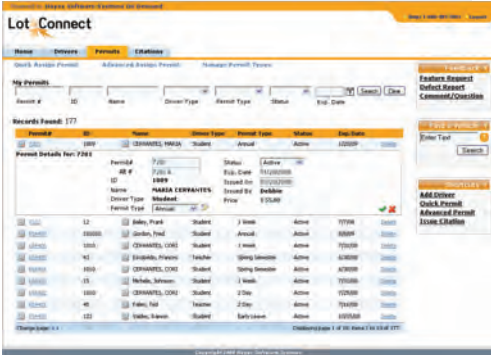
Hayes will continue to leverage the new SaaS model to enhance product features and expand its market share. Scio continues to provide Maintenance and Support Services to support the new platform and will provide development resources as needed to enhance system capabilities.

>> Services Provided:

- SaaS Product Definition
- SaaS Product Development

>> Related Services:

- SaaS Readiness Evaluation
- SaaS Technical Assessments



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