

Evaluation and Selection of SaaS Product Based on User Preferences

Authors : Boussoualim Nacira, Aklouf Youcef

Abstract : Software as a Service (SaaS) is a software delivery paradigm in which the product is not installed on-premise, but it is available on Internet and Web. The customers do not pay to possess the software itself but rather to use it. This concept of pay per use is very attractive. Hence, we see increasing number of organizations adopting SaaS. However, each customer is unique, which leads to a very large variation in the requirements off the software. As several suppliers propose SaaS products, the choice of this latter becomes a major issue. When multiple criteria are involved in decision making, we talk about a problem of «Multi-Criteria Decision-Making» (MCDM). Therefore, this paper presents a method to help customers to choose a better SaaS product satisfying most of their conditions and alternatives. Also, we know that a good method of adaptive selection should be based on the correct definition of the different parameters of choice. This is why we started by extraction and analysis the various parameters involved in the process of the selection of a SaaS application.

Keywords : cloud computing, business operation, Multi-Criteria Decision-Making (MCDM), Software as a Service (SaaS)

Conference Title : ICSECS 2015 : International Conference on Software Engineering and Computer Science

Conference Location : Istanbul, Türkiye

Conference Dates : April 21-22, 2015