University of Economics, Prague

Faculty of Informatics and Statistics

Course: **4IT528** – Management of Enterprise IT

SaaS Services on the World Markets - Emphasis on Global Players

Research Paper

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2015

Abstract

The paper focuses on mapping the current world market of SaaS (Software-as-a-Service) services with emphasis on global players. It sets up a methodology for specifying these global players by aggregating different sources and ranking multiple companies providing SaaS. Furthermore, a set of criteria was selected by the authors to describe and assess the services. The result of combining the market research and the given methodology is a list of SaaS services with collected, structured and aggregated data based on the previously defined criteria. The research is examining the current trends on the global SaaS market with the help of the created result set, whereas every criterion is evaluated and discussed.

Keywords

Content

1 Introduction

Software as a Service (SaaS) has received much attention in the recent years due to its importance for business informatics and economic benefits. Software as a Service is a big shift from the established paradigm that used to force every company to maintain and finance their own IT infrastructure. Software as a Service allows every business to obtain high-level IT infrastructure without investing resources to development, maintenance and testing their own solutions. This aspect makes SaaS more and more popular and with an increasing growth of an Internet infrastructure also accessible almost everywhere on the globe.

This paper deals with the market analysis of SaaS providers and their services while focusing on the global market and its participants. Based on the selected criteria, the results will be described in the chapter *Market Research*. The research contains selected services of globally important SaaS providers, which are compared with each other based on their different attributes. To reason the importance of the chosen attributes, they are also described in this paper. The whole analysis is based on the author's research of SaaS services and the resulting data set which can be found in the appendix.

2 Software as a Service

2.1 Evolution of Software as a Service

There are many examples in history which show how inaccurately selected technology cost companies millions of dollars or caused to crash a whole company or industry (Carr, 2003). Since the computational age, it became crucial for every company to keep and evolve their competitive advance in informatics. Many companies didn't follow this trend and had to invest a lot more resources just to maintain their position and not to fail on the market.

The spread of the Internet infrastructure illustrates a paradigm shift. In these and the past days, many classic business paradigms are changed so radically, that every company has to adopt its business in the risk of simply getting wiped out of the market (Cusumano. Yoffe, 1998).
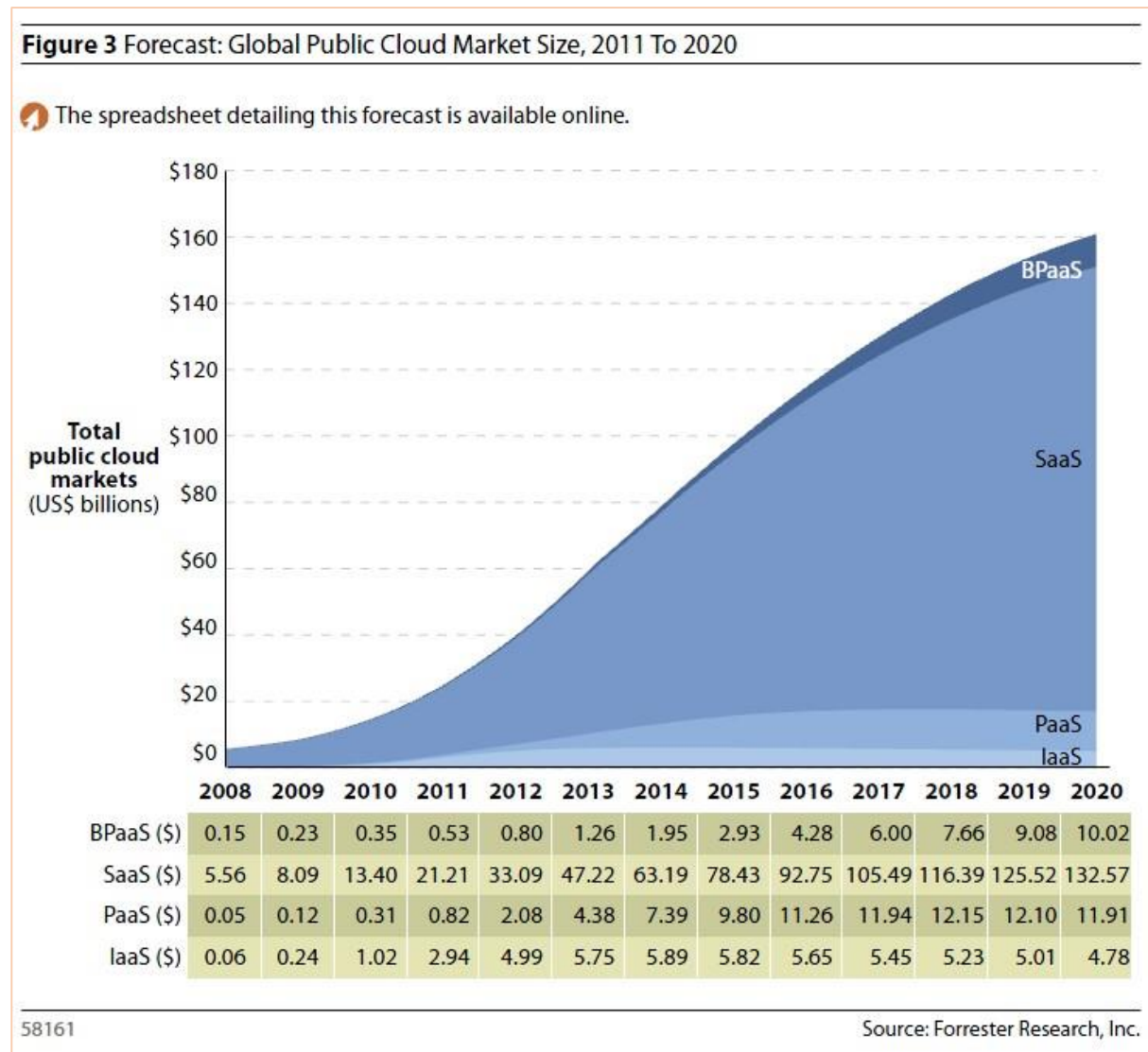
Many companies invest a lot of resources in their information infrastructure and in developing software with the intention to beat their competitors on the market. Today's world has changed. Nowadays, we do not look at information technology as a competitive advance, but as something that is necessary and essential to keep someone's business running (Carr, 2003).

Before the Internet intervened in the company business, special know-how was the property of only a few companies and every vendor had a different proprietary organization architecture. This situation made software development a quite expensive issue and thus less affordable for a majority of companies which didn't have access to this know-how and resources describing how to manage software development and maintenance. Because of this disadvantage, the need for a different software model evolved.

2.2 Software as a Service Trends

This new software development and distribution model is nowadays known as Software as a Service. According to a recent study of Gartner, more than 80% of the companies from the Pacific/Asia region are thinking about increasing their expenses on SaaS. According to this trend, more than 74% of the companies in the USA and Europe will spend more on SaaS in next two years. This result indicates a rising trend in integrating SaaS in businesses around the world (Stamford, 2012).

With the increasing motivation of companies to invest in SaaS, it also increases the total SaaS market size which is illustrated on figure 1.

Figure 3 Forecast: Global Public Cloud Market Size, 2011 To 2020

The spreadsheet detailing this forecast is available online.

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
BPaaS ($)	0.15	0.23	0.35	0.53	0.80	1.26	1.95	2.93	4.28	6.00	7.66	9.08	10.02
SaaS ($)	5.56	8.09	13.40	21.21	33.09	47.22	63.19	78.43	92.75	105.49	116.39	125.52	132.57
PaaS ($)	0.05	0.12	0.31	0.82	2.08	4.38	7.39	9.80	11.26	11.94	12.15	12.10	11.91
IaaS ($)	0.06	0.24	1.02	2.94	4.99	5.75	5.89	5.82	5.65	5.45	5.23	5.01	4.78

58161   Source: Forrester Research, Inc.

(Source: http://blogs-images.forbes.com/louiscolumbus/files/2015/01/Global-Forecast-Public-Cloud-Forrester.jpg)

The SaaS expansion trend could be explained by benefits that SaaS brings over the regular software development models. In the regular development cycle, every company needs to solve many problems and has to cope with a variety of stages – analysis, development, testing, implementing and maintaining the software. Many of this stages could be outsourced, but it implicates a certain risk including the cooperation between each vendor which can cause serious problems regarding the software delivery and the loss of internal corporate data. All of these problems could be solved with taking advantage of Software as a Service (Dugal, Alexander, 2007).

2.3 Benefits of Software as a Service

The most frequently discussed benefits of adopting Software as a Service are listed below:

SaaS is much cheaper than developing software from scratch.

SaaS has mainly a *price-per-unit* pricing model which allows companies to pay exactly that amount of money which represents the actual utilization of the service.

SaaS is a service which means that for any system downtime or system failure, the provider is responsible for these issues. Any other arrangements and sanctions can be defined in the SLA (Software Layer Agreement) – which is an agreement on the SaaS usage between the customer and the provider.

SaaS is frequently tested by many other users and companies, which minimizes the risk of a system failure.

SaaS is also constantly upgraded with new improvements or bug fixes from the provider's side. These updates are executed very quickly.

3 Service Listing - Global Players

The aim of this chapter is to list software services of enterprises acting on a global level, the so called *global players*. Besides that, they will be characterized with relevant criteria which will be specified and described before.

3.1 Methodology

First of all, it is necessary to find multiple relevant and reliable resources which aggregate companies offering Software as a Service (SaaS). Each aggregation is based on a unique combination of criteria, which means that every listing describes a slightly different viewpoint.

This paper's research came to the result that there is only a small amount of relevant resources which are available for free. Even though the search for relevant resources proved to be difficult, the research revealed three resources which will be used as the basis for the selection of services in this paper.

3.2 Selected companies criteria

3.2.1 Montclare SaaS 250

Montclare, a company offering consulting, research and tools regarding SaaS, is periodically identifying the most successful SaaS organizations in the world. On one hand, there is a cost-free list of the top 250 organizations based on years of data collection. On the other hand, they offer report subscriptions and a paid dataset consisting of the 1000 most successful global SaaS companies. Their methodology consists of 60 data points across ten categories for each company, whereas some of the publicly specified data points are:

- Years as a SaaS Business
- Ownership structure
- Public vs. Private
- Employee Count
- Funding
- SaaS percentage of the total revenue
- Revenues

- Solution types
- Social sentiment
- Type of company
- Innovation
- R&D spend
- Revenue per employee
- Growth stage

3.2.2 Talkin' Cloud 100

Talkin' Cloud is the first blog and online community for Value-Added Resellers (VARs) and Managed Service Providers (MSPs) pushing into cloud computing. It deals with relevant news, industry research and cloud issues like privacy, security, reliability and service level agreements. The Talkin' Cloud 100 is an annual research report ranking, among others, cloud service providers, cloud aggregators and cloud brokers by metrics as:

- Total cloud services revenues
- Cloud services revenues growth
- Cloud services revenue percentage growth
- Cloud services offered
- Hosted vs. consulting revenues

All data are based on a survey that was promoted on *Talkin' Cloud, The VAR Guy, MSPmentor* and *Nine Lives Media* and ran from January to May 2014.

3.2.3 PwC Global 100 Software Leaders

PricewaterhouseCoopers (PwC) is a multinational professional services network and belongs to the Big Four auditory along with Deloitte, EY and KPMG. The PwC Global 100 Software Leaders list is based on corporate financial statements, other public sources and estimates for privately held companies, as compiled for PwC by the Global Software Business Strategies Group at IDC. The myriad 'as a service' (APPaaS, PaaS, IaaS) offerings – including business application services, databases, software development tools, high-level storage services (backup and archiving), testing as a service, and security as a service – are all included in the category of SaaS.

Using these three datasets, an organization and its services are relevant for this paper if they appear at least in two of the listings. Following table illustrates the resulting organizations.

Company	Occurences	MontClare	Talkin' Cloud	PwC
Citrix	3	x	x	x
Google	3	x	x	x
IBM	3	x	x	x
Microsoft	3	x	x	x
Oracle	3	x	x	x
Salesforce.com	3	x	x	x
SAP	3	x	x	x
Dropbox	2	x	x	
Workday	2	x	x	
NetSuite	2	x	x	
Concur Technologies	2	x		x
Intuit	2	x		x
Adobe Systems	2	x		x
Cisco Systems	2	x		x
CA Technologies	2	x		x
ADP	2	x		x
Blackboard	2	x		x
Carbonite	2	x	x	

LogMeIn	2	x	x	
Symantec	2	x		x
EMC	2	x		x
VMWare	2	x		x
Fujitsu	2	x		x
SAS	2	x		x
Dassault Systèmes	2	x		x
Autodesk	2	x		x
BMC Software	2	x		x
Hitachi	2	x		x
Infor	2	x		x
Intel	2	x		x
Trend Micro	2	x		x
Datev	2	x		x
OpenText	2	x		x
Nuance Communications	2	x		x
Wolters Kluwer	2	x		x
Compuware	2	x		x
TIBCO	2	x		x
Cerner	2	x		x

Informatica	2	x		x
TOTVS	2	x		x
Kronos	2	x		x
FICO	2	x		x
Verint Systems	2	x		x
NICE Systems	2	x		x
Epicor	2	x		x

4 Market research

This paper is trying to analyze 140 different services from various companies which are listed in the chapter above. All data from these services can be found in the table of appendix A of this paper. All services listed in the table are described by the following criteria, which were selected based on preliminary research of the generally available information about SaaS services.

4.1 Pricing models

Free Trial

The best way how to deal with a customer´s indecision is to let them use a demo version of the service (with limited access) for a fixed amount of time. This demo isn't useful for commercial purposes because you can perhaps add just few contacts in a limited time. On the other hand, customers can find your solution applicable for their businesses. Described on the figure below, there is pricing table of *Sales Cloud* of *SalesForce.com*. *Salesforce* offers free trials for every plan, starting from 7 to 30 days.

(Source: http://www.salesforce.com/sales-cloud/pricing/)

Money / month / active user

The most popular revenue model in B2B SaaS nowadays is that you pay money for each month and each user who is using the SaaS solution. The provider can trace the specific connection to their service for each company and therefore it is very easy to get in touch if there are more users in the company who use a service illegally. The levels of services are usually limited with the number of users and the number of services which are included in a specific solution. On the given picture you can see that the *Group Solution* can be used by a maximum amount of 5 users.

Money / solution / month

Many SaaS B2B services are paid as a whole solution monthly. Usually if there are users of this service out of the company (often some solution for social networks etc.). In these cases, there is a problem to count the number of users. This solution is less popular because for the customers, it is significant to use a SaaS solution for which they pay only for the services they actually use. If one has for example 5 users of *Sales Cloud*, one can use the *Group* version of *Sales Cloud* from *SalesForce.com* and pay 125 USD per month. But if you cannot know the number of users beforehand, you usually have to pay e.g. 2000 USD a month starting from 1 to 100 users. At the end, if one has still 5 users, this solution isn´t profitable for the company. This is the reason why the previous revenue model is more popular.

Free

For B2C SaaS services, it is common that its usage is for free. But it is important to recognize both sides of such a product. On the customer side, everything is free of charge. The user is for example able to share files and communicate with others for free. But on the other side, the service provider has to gain profit from this service, which is sometimes realized by selling customer information for commercial purposes.

Other

Some less common models are paying for people who are ready to support (technician per month) or for the transfer of data or the amount of transactions. These models are usually used combined with some database system with apps running on it. While these are special cases, some of them step in the domain of PaaS (Platform as a Service). In our research, we chose the services carefully to ensure they have always an application bundled together with a PaaS

domain, so the customer does not purchases the core time directly, but receives an additional application that manages the core.

4.2 Availability

The definition of availability in ITIL:

Ability of a Configuration Item or IT Service to perform its agreed Function when required. Availability is determined by Reliability, Maintainability, Serviceability, Performance and Security. Availability is usually calculated as a percentage. This calculation is often based on Agreed Service Time and Downtime. It is Best Practice to calculate Availability using measurements of the Business output of the IT Service (ITIL, 2015).

In most cases, the availability is defined in the SLA. In a few cases, we calculated the availability from hours which are defined as maintenance.

4.3 Location

Location is a very critical criterion, because outsourcing the company's information handling may face difficulties regarding the legislature. Sometimes you need the servers to be physically present in the same country as the company.

In most cases, there is written just Europe, America etc. Finding out in which specific country a server is located may be quite difficult. Sometimes, the location of servers is defined on the company's webpages. But generally, it's not defined in the SLA. Some providers have special web pages which serve to look up if a specific server in some area is currently running or not.

4.4 SLA

As defined in ITIL:

An Agreement between an IT Service Provider and a Customer. The SLA describes the IT Service, documents Service Level Targets, and specifies the responsibilities of the IT Service Provider and the Customer. A single SLA may cover multiple IT Services or multiple Customers (ITIL, 2015).

4.5 Market analysis results

4.5.1 Data Availability

During the research, we have found that the availability of data for the chosen criteria significantly varies from provider to provider. Many of them are withholding some basic information like pricing or service availability, directing potential customers to contact the company's sales representative. This may be explained by the aspect of competition - covering important aspects of service may slightly help a company in keeping other uncertain, but it can also be perceived as counter-productive due to the fact that the customer is forced to rely on communication with the provider from the beginning. This could deter him from considering to contact the provider and rather choose another whose offer is more transparent and comparable. Another reason we have thought of is that a specific service is not set in stone and rather offers customizable options tailored for particular business sizes and needs. Unfortunately, three out of three companies which we have tried to contact have not responded to our queries, possibly because we have approached them as researchers rather than business representatives, so we cannot be sure why they do not provide all of the basic information we searched for.

In the evaluation, data were aggregated which were readily available somewhere on the web where potential customers would search for a SaaS product detail. Thus, we were focusing on the providers' websites, SLAs and general listings from various catalogues.

4.5.2 Data aggregation

The data used in this research paper are composed from many sources, thus a transformation was necessary to prepare them for comparison. We were trying to preserve as much data as possible and relied mostly on the provider's official statements. All prices were converted into Euros - calculated with the exchange rate from the 09.05.2015: 1 € = $ 1.1222.

Percentages were rounded for the purpose of this paper to maintain readability. Exact numbers can be found in the appendix.

4.5.3 Pricing models and actual pricing

The majority of SaaS services are paid per user on monthly basis – around 38% of all services have this pricing model. Usually, when this model is applicable for the services, companies resort to it. The second most used model is fixed sum paid per month, totaling at 11% of services researched. Third most frequent option is per GB / month at 5%, but here it slightly differs in the meaning of the unit: some computing services base the pricing on the amount of RAM used per month, others charge according to the total throughput of data (generally marketing and electronic content delivery services) and the rest are storage services who calculate their pricing by GB of disk used (or, rather by size available).

Other pricing models which appeared multiple times were for example based on HW usage per month, per unit (where unit means a lot of different things like number of characters translated, number of words predicted, etc.). Around 1.5% of services were listed as free – this option is usually not used by global players as their revenue is heavily based on providing SaaS. However, there is sometimes an option for free trial which will be discussed in a later section. An interesting model was found for the "Transportation and Global Trade Management Cloud" service, which offers a calculated price based on the annual revenue of the customer.

Generally, pricing can be divided into three categories – under 10€, from 10€ to 250€, and over 250€. The first category is used for a large quantity of users / actions / units that do not take much computing power. The average price is around 6.55€, the cheapest service found is 0.004€ for mobile engagement. In the category of services priced over 10€ and under 100€, the range varies even in between the same service with different subscription levels (some services may even overflow into the last pricing category). The price average here is around 84€. In the last category, the average price is 1257€ with the peak set at 3200€ for *Salesforce Pardot* (which is meant for managers though, so the number of users will be relatively low per company).

In our calculations, we tried to apply only two categories (under and over 10€), but the spread of data was not giving useful information, because there are only around 5% of services belonging in the last category priced over 250€, but their comparatively high costs biased the average to 387€.

The pricing for computational power depends on the service and no trends were found – options differed significantly as only certain cloud services based on computational power are classified as SaaS, but instead belong to the PaaS or IaaS scope, which means that only a fraction of data was useful for this research.

For storage services the prices were very similar – around 0.002€ per GB of storage, or 0.07€ for content delivery services.

Over one third (36%) of all services have their pricing undisclosed. This is mainly because the services have to be tailored specifically for every customer. This tailoring does not necessarily mean the program itself has to be changed – but there will always be costs tied to running the service in the cloud as electricity and bandwidth usage, so the provider may rather choose to negotiate the price based on every particular customer rather than creating general subscription models.

4.5.4 Free Trial

From the services we researched, 45% publicly offered free trials, while 55% did not. As expected, free trials were more frequent in the lower cost spectrum of services, where the provider expects more users and a heavier competition, so giving the option to test the service beforehand (usually with a limited functionality) may sway potential customers to their direction.

4.5.5 Availability

As expected from the global service providers, the availability criterion does not vary extensively. All services for which we managed to find or calculate data were above the 99% mark, peaking at 99.9% for *Microsoft's* and *Google's* SaaS. Other frequent marks were 99.5% and 99.3% of service uptime, warranted monthly. Though not surprising, only a fraction of providers explicitly stated penalties to be asserted when the criterion is not met. From the ones which did, it was usually reimbursement of service time (for example in *IBM's* case), where the customer gets additional free use of the service based on the extent of the SLA-defined uptime violation.

4.5.6 Server location

Most of the companies are willing to provide a basic location of their servers – more than 90% of the listed services. From those data we found that every global SaaS which has provided the location is at least in both Europe and the USA. Around 80% have servers located in Asia, sometimes distinguishing between continental Asia and Japan (which is the case for *Salesforce* for example, which offers both Asian and Japanese servers). 25% of the services have listed servers in Australia and only 1% of the services have servers available in Africa (this is the case of *Adobe Creative Cloud*).

Unfortunate for this study, there were no data regarding the exact position of these global players' servers, specifically whether they offer their server located in the Czech Republic. The information could be presumably provided by their sales contractor, but as stated before, we were not lucky regarding the direct communication with those companies.

4.5.7 SLA readily available

Another useful criterion for potential customers is how hard it is to find the SLA before the actual contracting. Companies providing an insight into their SLAs are perceived as transparent and the customer can check whether they meet his standards and needs without wasting time communicating with the sales representatives. Although SLAs can be tweaked to suit financially strong customers, the insight provided by the SLA outline can be a valuable addition to the evaluation of providers.

From our sample, 86% SaaS providers have their SLA available on their home page. Some difficulties may arise from the fact that many of them do not call the SLA by its name, but rather use some creative naming to ensure it is informative.

As for contents, nearly every SLA is customized and they do not follow some form of centralized template, so the potential customer needs to search for the information with difficulty every time a new SLA comes up. On the other hand, in all cases, they are logically structured, so the only substantial problem with them is when the needed information is completely missing inside the document.

5 Conclusion

In the research, we have examined services provided by global players on the world markets. At first, we faced challenge with how to discover those players, for which we turned to three professional companies who provide specialized rankings including the SaaS-oriented businesses. This led us to our own analysis and an ultimately primary list of companies which have global impact on the SaaS market. There are included both pure SaaS companies (such as *Salesforce* and *Dassault Systèmes*) and companies with a broader spectrum of offered products (such as *Microsoft* or *IBM*). All of these companies have significant revenues from providing SaaS and their internal share of SaaS among their whole product portfolio is steadily rising, as expected from the theoretical part about the SaaS itself in the beginning of our research paper: We can currently predict that the cloud is the way of conducting business for big ICT companies.

After choosing the companies, the research continued by selecting several criteria which were common among the preliminarily surveyed services. Each criterion offers a certain amount of aggregability, the worst being the business scope criterion for its vast diversification.

The final part of the research paper consisted of thoroughly evaluating all 130 chosen services from the aforementioned companies by the criteria and analyzing the discovered trends and assumptions. We have found that though the market is broad, there can be found certain similarities between all of these services.

The conclusion is that the ever-growing market of SaaS presents very rich opportunities for the companies and they do explore and grip those opportunities. The spectrum of available services is voluminous, but all the global players are providing them in a very competitive field, which allows not only the big IT companies of old to grip the market, but also presents facilities for SaaS specialized businesses to cover many areas of this segment. Assuming from the rising revenues, we can boldly say that the IT future is in the clouds.

Resources

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Appendix A

SaaS Companies Overview Table

Company	Amount of services listed		More than 4 SaaS products	Satisfying criteria >=4 products	Amount of services
Citrix	20		yes	Citrix	20
Google	29		yes	Google	29
IBM	90		yes	IBM	90
Microsoft	7		yes	Microsoft	7
Oracle	7		yes	Oracle	7
Salesforce.com	12		yes	Salesforce.com	12
SAP	10		yes	SAP	10
Adobe Systems	16		yes	Adobe Systems	16
ADP	8		yes	ADP	8
Autodesk	16		yes	Autodesk	16
Blackboard	5		yes	Blackboard	5
BMC Software	4		yes	BMC Software	4
CA Technologies	8		yes	CA Technologies	8
Carbonite	6		yes	Carbonite	6
Cerner	3		no		
Cisco Systems	2		no		
Concur Technologies	7	*(part of SAP now)*	yes	Concur Technologies	7
Dassault Systèmes	19		yes	Dassault Systèmes	19
Datev	3		no		
Dropbox	2		no		

EMC	4		yes	EMC	4
Epicor	8		yes	Epicor	8
FICO	1		no		
Fujitsu	1	*too broad*	no		
Hitachi	0	*too broad*	no		
Infor	41		yes	Infor	41
Informatica	0	*iPaaS - different field of services - not SaaS*	no		
Intel	0	*PaaS - different field of services - not SaaS*	no		
Intuit	6		yes	Intuit	6
Kronos	10		yes	Kronos	10
LogMeIn	11		yes	LogMeIn	11
NetSuite	7		yes	NetSuite	7
NICE Systems	1		no		
Nuance Communications	13		yes	Nuance Communications	13
OpenText	11		yes	OpenText	11
SAS	12		yes	SAS	12
Symantec	4		yes	Symantec	4
TIBCO	57		yes	TIBCO	57
TOTVS	0	*operates mainly in Brazil - no specific product - rather products specialized on fields*	no		
Trend Micro	3		no		
Verint Systems	0	*maybe too specific - focuses on GPS tracking and Cyber Intelligence etc. ...*	no		
VMWare	0	*not SaaS*	no		
Wolters Kluwer	0	*too specific - no SaaS product listed online*	no		
Workday	5		yes	Workday	5
TOTAL	469				453

Requested amount of services in the paper:					
80					
We choose only companies with more than _ SaaS products					
4					
Amount of companies satisfying this criteria					
29					
Amount of services among these companies					
453					
4-5 services of each of these companies (5 * 29)					
145					
We are counting with a final amount of 130 services, because some services are insufficiently described on the homepages of its companies					

SaaS Companies Direct Sources Table

Sources	Description	URL
Citrix	Product Matrix	http://www.citrix.com/support/product-lifecycle/product-matrix.html
Citrix	Licensing Programs	http://www.citrix.com/buy/licensing/programs.html
Google	Products	http://www.google.com/intl/en/about/products/
Google	Business Solutions	https://www.google.com/services/bctv2/index.html?utm_expid=95258301-24.rL36N1ulSzOo92rFMf6fsg.1&utm_referrer=http%3A%2F%2Fwww.google.com%2Fabout%2Fcompany%2Fproducts%2F
IBM	Marketplace	http://www.ibm.com/marketplace/cloud/searchterm/marketplace/us/en-us#facet:-7000000000000004001651121121081059997116105111110,30744573456166766747366677&productBeginIndex:0&orderBy:1&pageView:list&minPrice:&maxPrice:&pageSize:18&
Microsoft	Products (external site)	http://www.insight.com/us/en/brands/microsoft/cloud.html
Microsoft	SaaS Solutions	https://technet.microsoft.com/en-us/cloud/gg697163.aspx
Oracle	SaaS Solutions	https://www.oracle.com/cloud/saas.html
Salesforce.com	Products	http://www.salesforce.com/products/
SAP	Solutions	http://go.sap.com/solution/cloud.html

Adobe Systems	Marketing SaaS	http://www.adobe.com/marketing-cloud/online-marketing-solutions.html
Adobe Systems	Creative Cloud SaaS	http://www.adobe.com/creativecloud.html
ADP	Products	https://www.adp.com/our-products.aspx
Autodesk	Cloud products & services	http://www.autodesk.com/360-cloud
Blackboard	Main Page	http://uki.blackboard.com/sites/international/globalmaster/
BMC Software	SaaS Solutions	http://www.bmc.com/it-solutions/saas-software-as-a-service.html
CA Technologies	SaaS Solutions	http://www.ca.com/us/lpg/~/media/Files/SolutionBriefs/saas-solutions-from-ca-technologies.PDF
CA Technologies	About SaaS	http://www.ca.com/us/lpg/saas-simplify-your-it-management.aspx
Carbonite	Business Solutions	http://www.carbonite.com/online-business-backup-plans
Cerner	Overall solutions	https://www.cerner.com/solutions/
Cisco Systems	Meraki SaaS	https://meraki.cisco.com/products/architecture/
Concur Technologies	Landing page	https://www.concur.co.uk/
Dassault Systèmes	Products & services	http://www.3ds.com/products-services/
Dassault Systèmes	products on Cloud	http://www.3ds.com/products-services/3dexperience/on-cloud/#3D+Design+On+Cloud

Datev	Cloud solutions	http://www.datev.de/portal/ShowPage.do?pid=dpi&nid=115676
Dropbox	Dropboy for Business	https://www.dropbox.com/business
EMC	Cloud Software	https://store.emc.com/de/Product-Family/EMC-Store-Products/c/EMCStoreProducts?q=%3Arelevance%3ASolutionCategory%3ACloud%3AProductType%3ASoftware&facetselected=true
Epicor	SaaS Software	http://www.epicor.com/Cloud/Pages/SaaS.aspx
FICO	FICO Analytics Cloud	http://www.fico.com/en/analytic-cloud#platform
Fujitsu	RunMyProcess	https://www.runmyprocess.com/en/
Hitachi		-
Infor	Cloud Products	http://www.infor.com/cloud/cloudsuite-products/
Intuit	Products	http://www.intuit.com/products/
Kronos	Kronos SaaShr products	http://www.saashr.com/
LogMeIn	Products	https://secure.logmein.com/welcome/products/
NetSuite	Products	http://www.netsuite.com/portal/products.shtml
NICE Systems	Cloud WOS	http://www.nice.com/nice-launches-industrys-first-full-cloud-based-workforce-optimization-suite

Nuance Communications	Products	http://www.nuance.com/index.htm
OpenText	Cloud Products	http://www.opentext.com/what-we-do/products/opentext-cloud
SAS	Cloud Analytics	http://www.sas.com/en_us/software/cloud-analytics.html
Symantec	Cloud	http://www.symantec.com/products-solutions/families/?fid=symantec-cloud
TIBCO	Products	http://www.tibco.com/products
TOTVS	Main Page	http://en.totvs.com/?redirect=1
Trend Micro	SaaS products	http://www.trendmicro.co.uk/products/#service-providers
Verint Systems		-
VMWare		-
Wolters Kluwer		-
Workday	Product overview	http://www.workday.com/applications.php

Final SaaS Products Listing

Company name	Service name	Availability(%)	Pricing model	Additional Info	Pricing (lowest boundary)	Pricing (highest boundary)	Pricing average (computed automatically)	Location	Offers trial?	SLA defined	Business scope
Salesforce.com	Sales Cloud	99,3	per User / Month		27	270	148,5	Europe, USA, Asia, Japan	Y	http://www.salesforce.com/company/legal/agreements.jsp	Sales
	Salesforce.com Data.com	99,3	per User / Month	information after consultation				Europe, USA, Asia, Japan	Y	http://www.salesforce.com/company/legal/agreements.jsp	Sales
	Salesforce.com Service Cloud	99,3	per User / Month		76	275	175,5	Europe, USA, Asia, Japan	Y	http://www.salesforce.com/company/legal/agreements.jsp	Service
	Salesforce.com Desk.com	99,3	per User / Month		38	145	91,5	Europe, USA, Asia, Japan	Y	http://www.salesforce.com/company/legal/agreements.jsp	Service
	Salesforce.com Marketing Cloud	99,3	per User / Month	information after consultation				Europe, USA, Asia, Japan	Y	http://www.salesforce.com/company/legal/agreements.jsp	Marketing
	Salesforce.com Pardot	99,3	per User / Month		1000	3200	2100	Europe, USA, Asia, Japan	Y	http://www.salesforce.com/company/legal/agreements.jsp	Marketing
	Salesforce.com Community Cloud	99,3	per User / Month	information after consultation				Europe, USA, Asia, Japan	Y	http://www.salesforce.com/company/legal/agreements.jsp	Community
	Salesforce.com Chatter	99,3	per User / Month		0	15	7,5	Europe, USA, Asia, Japan	Y	http://www.salesforce.com/company/legal/agreements.jsp	Community
	Salesforce.com Salesforce Analytics	99,3	per User / Month		125	250	187,5	Europe, USA, Asia, Japan	Y	http://www.salesforce.com/company/legal/agreements.jsp	Analytics
Microsoft	Microsoft Office 365	99,9	per User / Month		3,8	11,5	7,65	Europe, USA, Asia	Y	N/A	Office
	Azure Active Directory	99,9	per User / Month		5,3		5,3	Europe, USA, Asia	Y	http://azure.microsoft.com/en-us/support/legal/sla/	
	Machine Learning	99,9	per User / Month		8,9		8,9	Europe, USA, Asia	Y	http://azure.microsoft.com/en-us/support/legal/sla/	
	HDInsight	99,9	per HW Usage / Month		53		53	Europe, USA, Asia	Y	http://azure.microsoft.com/en-us/support/legal/sla/	
	Cloud Services	99,9	per HW Usage / Month		13		13	Europe, USA, Asia	Y	http://azure.microsoft.com/en-us/support/legal/sla/	
	Mobile Services	99,9	per Unit / Month		123		123	Europe, USA, Asia	Y	http://azure.microsoft.com/en-us/support/legal/sla/	
	API Managment	99,9	per Unit / Day		20		20	Europe, USA, Asia	Y	http://azure.microsoft.com/en-us/support/legal/sla/	API
	Dynamics CRM online	99,9	per User / Month		15	200	107,5	Europe, USA, Asia	Y	https://port.crm.dynamics.com/portal/static/1033/sla.htm	CRM
	Intune	99,9	per User / Month		5,3		5,3	Europe, USA, Asia	Y	http://azure.microsoft.com/en-us/support/legal/sla/	Mobile
	SQL Database	99,9	per Size, Restore days, Throughput		414		414	Europe, USA, Asia	Y	http://azure.microsoft.com/en-us/support/legal/sla/	database

	Document DB	99,9	per Unit / Month		22		22	Europe, USA, Asia	Y	http://azure.microsoft.com/en-us/support/legal/sla/	storage
	Media Services	99,9	per GB / Month		1,7		1,7	Europe, USA, Asia	Y	http://azure.microsoft.com/en-us/support/legal/sla/	multimedia
	Content Delivery Network	99,9	per GB / Month		0,078		0,078	Europe, USA, Asia	Y	http://azure.microsoft.com/en-us/support/legal/sla/	multimedia
	Mobile Engagment	99,9	per User / Month		0,0045		0,0045	Europe, USA, Asia	Y	http://azure.microsoft.com/en-us/support/legal/sla/	mobile
	Azure Storage	99,9	per GB / Month		0,0214		0,0214	Europe, USA, Asia	Y	http://azure.microsoft.com/en-us/support/legal/sla/	storage
IBM	Cloudant		per GB and Operations	1 * GB + 0.015 * Op /100 USD					Y	N/A	
	API managment service		per Month		89	1283	686		Y	N/A	
	Connections Chat Cloud		per User / Month		1,84		1,84		Y	http://www-03.ibm.com/software/sla/sladb.nsf/pdf/8218-13/$file/i125-8218-13_03-2015_en_US.pdf	Enterprise social media
	Connections Cloud S1		per User / Month		9,19		9,19		Y	http://www-03.ibm.com/software/sla/sladb.nsf/pdf/8218-13/$file/i125-8218-13_03-2015_en_US.pdf	Enterprise social media
	Connections Cloud S2		per User / Month		7,35		7,35		Y	http://www-03.ibm.com/software/sla/sladb.nsf/pdf/8218-13/$file/i125-8218-13_03-2015_en_US.pdf	Enterprise social media
	Connections Files Cloud		per User / Month		3,68		3,68		Y	http://www-03.ibm.com/software/sla/sladb.nsf/pdf/8218-13/$file/i125-8218-13_03-2015_en_US.pdf	Enterprise social media
	Connections Meetings Cloud		per User / Month		4,6		4,6		Y	http://www-03.ibm.com/software/sla/sladb.nsf/pdf/8218-13/$file/i125-8218-13_03-2015_en_US.pdf	Enterprise social media
	Connections Social Cloud		per User / Month		5,51		5,51		Y	http://www-03.ibm.com/software/sla/sladb.nsf/pdf/8218-13/$file/i125-8218-13_03-2015_en_US.pdf	Enterprise social media
	Verse		per User / Month		4,6		4,6		Y	http://www-03.ibm.com/software/sla/sladb.nsf/pdf/8218-13/$file/i125-8218-13_03-2015_en_US.pdf	Enterprise social media
	SmartCloud Notes		per User / Month		4,6		4,6		Y	http://www-03.ibm.com/software/sla/sladb.nsf/pdf/8218-13/$file/i125-8218-13_03-2015_en_US.pdf	Enterprise social media
Citrix	XenMobile	99,5	per Device		44		44	Europe, USA, Japan	Y	http://www.citrix.com/buy/licensing/agreements.html	Mobile
	GoToAssist	99,5	per User / Month		61		61	Europe, USA, Japan	Y	http://www.citrix.com/buy/licensing/agreements.html	Assitance
	GoToMeeting	99,5	per User / Month		35		35	Europe, USA, Japan	Y	http://www.citrix.com/buy/licensing/agreements.html	
	GoToWebinar	99,5	per User / Month		70		70	Europe, USA, Japan	Y	http://www.citrix.com/buy/licensing/agreements.html	

	Product	SLA	Unit	Condition	Price		Price	Region		URL	Category
	GoToTraining	99,5	per User / Month		97		97	Europe, USA, Japan	Y	http://www.citrix.com/buy/licensing/agreements.html	
	ShareFile	99,5	per User / Month	100$ Base	10		10	Europe, USA, Japan	Y	http://www.citrix.com/buy/licensing/agreements.html	
Google	ComputeEngine	99,9	per HW Usage / Hour		0,17		0,17	Europe, USA	Y	https://cloud.google.com/compute/sla	compute
	AppEngine	99,9	per HW Usage / Month	information after consultation				Europe, USA	Y	https://cloud.google.com/appengine/sla	compute
	CloudSQL	99,9	per RAM / Day		4		4	Europe, USA	Y	https://cloud.google.com/sql/sla	storage
	CloudStorage	99,9	per GB / Month		0,023		0,023	Europe, USA	Y	https://cloud.google.com/storage/sla	storage
	CloudDataStore	99,9	per GB / Month		0,16		0,16	Europe, USA	Y	https://cloud.google.com/datastore/sla	storage
	BigQuery	99,9	per GB / Month		0,018		0,018	Europe, USA	Y	https://cloud.google.com/bigquery/sla	big data
	Cloud Endpoints	99,9	Free					Europe, USA	Y	N/A	service
	Translate API	99,9	per Unit	1M Characters	17,8		17,8	Europe, USA	Y	N/A	service
	Prediction API	99,9	per Unit	1000 Predictions	0,45		0,45	Europe, USA	Y	https://cloud.google.com/prediction/sla	service
Oracle	Service Cloud		per User / Month		222		222	Europe, America, Asia, Australia	N	http://www.oracle.com/us/corporate/contracts/cloud-services/index.html	service
	Database Cloud		per Month		2673		2673	Europe, America, Asia, Australia	N	http://www.oracle.com/us/corporate/contracts/cloud-services/index.html	database
	Java Cloud service		per Month		1070		1070	Europe, America, Asia, Australia	N	http://www.oracle.com/us/corporate/contracts/cloud-services/index.html	java service
	Sales Cloud		per User / Month		107		107	Europe, America, Asia, Australia	N	http://www.oracle.com/us/corporate/contracts/cloud-services/index.html	sales
	CPQ Cloud		per User / Month		138		138	Europe, America, Asia, Australia	N	http://www.oracle.com/us/corporate/contracts/cloud-services/index.html	
	Global Human Resources Cloud		per User / Month		1,8		1,8	Europe, America, Asia, Australia	N	http://www.oracle.com/us/corporate/contracts/cloud-services/index.html	human resources
	Talent Management Cloud		per User / Month		1,8		1,8	Europe, America, Asia, Australia	N	http://www.oracle.com/us/corporate/contracts/cloud-services/index.html	human resources
	Transportation and Global Trade Management Cloud		per Annual Revenue / Month	1M$ Annual Revenue	223		223	Europe, America, Asia, Australia	N	http://www.oracle.com/us/corporate/contracts/cloud-services/index.html	Supply Chain Management
	Inventory and Costing Cloud		per User / Month		178		178	Europe, America, Asia, Australia	N	http://www.oracle.com/us/corporate/contracts/cloud-services/index.html	Supply Chain Management
	Product Value Chain Cloud		per User / Month		89		89	Europe, America, Asia, Australia	N	http://www.oracle.com/us/corporate/contracts/cloud-services/index.html	Supply Chain Management

	Product		Pricing					Region	Free	URL	Category
	Planning and Budgeting Cloud		per User / Month		107		107	Europe, America, Asia, Australia	N	http://www.oracle.com/us/corporate/contracts/cloud-services/index.html	Enterprise Performance Management
	Financials Cloud		per User / Month		401		401	Europe, America, Asia, Australia	N	http://www.oracle.com/us/corporate/contracts/cloud-services/index.html	Resource planning
	Revenue Management Cloud		per User / Month		401		401	Europe, America, Asia, Australia	N	http://www.oracle.com/us/corporate/contracts/cloud-services/index.html	Resource planning
	Accounting Hub Reporting Cloud		per User / Month		223		223	Europe, America, Asia, Australia	N	http://www.oracle.com/us/corporate/contracts/cloud-services/index.html	Resource planning
	Project Financial Management Cloud		per User / Month		290		290	Europe, America, Asia, Australia	N	http://www.oracle.com/us/corporate/contracts/cloud-services/index.html	Resource planning
	Project Management Cloud		per User / Month		178		178	Europe, America, Asia, Australia	N	http://www.oracle.com/us/corporate/contracts/cloud-services/index.html	Resource planning
	Procurement Cloud		per User / Month		401		401	Europe, America, Asia, Australia	N	http://www.oracle.com/us/corporate/contracts/cloud-services/index.html	Resource planning
Dropbox	Dropbox for Business		per User / Month		12		12	Europe, USA	Y	https://www.dropbox.com/terms	Storage
Adobe Systems	Adobe Creative Cloud		per Month		69,99		69,99	Europe, USA, Asia, Africa	Y	https://www.adobe.com/support/programs/policies/sla.html	App licensing
	Adobe Analytics			information after consultation					Y	https://www.adobe.com/support/programs/policies/sla.html	Analytics
SAP	all			information after consultation						N/A	
ADP	all			information after consultation						N/A	
Autodesk	Fusion 360		per Month		30	120	75		Y	http://www.autodesk.com/company/legal-notices-trademarks/software-license-agreements	Product Development
	A360 Team		per Month		10		10	Europe, America, Asia, Australia	Y	http://www.autodesk.com/company/legal-notices-trademarks/software-license-agreements	Collaboration
	PLM 360		per User / Month		75	150	112,5	Europe, America, Asia, Australia	Y	http://www.autodesk.com/company/legal-notices-trademarks/software-license-agreements	Product Development
	Autocad 360		Free					Europe, America, Asia, Australia	Y	http://www.autodesk.com/company/legal-notices-trademarks/software-license-agreements	Product Development
	BIM 360 Field			information after consultation				Europe, America, Asia, Australia	Y	http://www.autodesk.com/company/legal-notices-trademarks/software-license-agreements	Building Information Management
	BIM 360 Glue			information after consultation				Europe, America, Asia, Australia	Y	http://www.autodesk.com/company/legal-notices-trademarks/software-license-agreements	Building Information Management

	Configurator 360		per Month		130		130	Europe, America, Asia, Australia	Y	http://www.autodesk.com/company/legal-notices-trademarks/software-license-agreements	Building Information Management
	Mockup 360		per Month		130		130	Europe, America, Asia, Australia	Y	http://www.autodesk.com/company/legal-notices-trademarks/software-license-agreements	Product Development
Blackboard	Learn	99		information after consultation					N	http://www.aps.edu/technology/instructional-learning-technologies/blackboard/blackboard-documents/Blackboard%20Learn%209.0%20Service%20Level%20Agreement%20(SLA).pdf	Education
	Collaborate	99		information after consultation					N	http://www.aps.edu/technology/instructional-learning-technologies/blackboard/blackboard-documents/Blackboard%20Learn%209.0%20Service%20Level%20Agreement%20(SLA).pdf	Education
	Connect	99		information after consultation					N	http://www.aps.edu/technology/instructional-learning-technologies/blackboard/blackboard-documents/Blackboard%20Learn%209.0%20Service%20Level%20Agreement%20(SLA).pdf	Education
	Mobile	99		information after consultation					N	http://www.aps.edu/technology/instructional-learning-technologies/blackboard/blackboard-documents/Blackboard%20Learn%209.0%20Service%20Level%20Agreement%20(SLA).pdf	Education
	Analytics	99		information after consultation					N	http://www.aps.edu/technology/instructional-learning-technologies/blackboard/blackboard-documents/Blackboard%20Learn%209.0%20Service%20Level%20Agreement%20(SLA).pdf	Education
BMC Software	Remedy IT Service Management Suite			information after consultation					Y	N/A	Enterprise Service Management
	Remedyforce			information after consultation					Y	N/A	Enterprise Service Management
	MyIT			information after consultation					Y	N/A	Enterprise Service Management
	AppZone			information after consultation					N	N/A	Enterprise Service Management
CA Technologies	CA Cloud Service Management			information after consultation					Y	N/A	Enterprise Service Management
	CA PPM SaaS			information after consultation					N	N/A	Enterprise Service Management

	CA Mobile Device Management			information after consultation					N	N/A	Enterprise Service Management
	CA API Developer Portal			information after consultation					Y	N/A	Enterprise Service Management
	CA Mobile Cloud			information after consultation					N	N/A	Enterprise Service Management
	CA Strong Authentication			information after consultation					N	N/A	Security
	CA Transaction Manager			information after consultation					N	N/A	Security
	CA Risk Analytics			information after consultation					N	N/A	Security
Carbonite	Pro	99,9	per Month		20	45	32,5	USA	Y	http://www.carbonite.com/terms-of-use/terms	Data Backup
	Server	99,9	per Month		60	74	67	USA	Y	http://www.carbonite.com/terms-of-use/terms	Data Backup
	Appliance	99,9	per GB / Month	for 500GB Cloud / 1 TB Local	90		90	USA	N	http://www.carbonite.com/terms-of-use/terms	Data Backup
Concur Technologi es	T&E Management Small Business		per User / Month		7		7	USA, UK	Y	https://www.concur.co.uk/privacy-policy	Travel & Expense Management
	T&E Management Standard			information after consultation				Europe, America, Asia, Australia	Y	https://www.concur.co.uk/privacy-policy	Travel & Expense Management
	T&E Management Small Business			information after consultation				Europe, America, Asia, Australia	N	https://www.concur.co.uk/privacy-policy	Travel & Expense Management
	T&E Management Small Business			information after consultation				Europe, America, Asia, Australia	N	https://www.concur.co.uk/privacy-policy	Travel & Expense Management
Dassault Systèmes	3D Design on Cloud	99		information after consultation				Europe, America, Asia, Australia	N	http://www.3ds.com/fileadmin/general/Terms/Service%20Level%20Agreements/onlineservices.pdf	Product Development
	Engineering on Cloud	99		information after consultation				Europe, America, Asia, Australia	N	http://www.3ds.com/fileadmin/general/Terms/Service%20Level%20Agreements/onlineservices.pdf	Product Development
	Design on Cloud	99		information after consultation				Europe, America, Asia, Australia	N	http://www.3ds.com/fileadmin/general/Terms/Service%20Level%20Agreements/onlineservices.pdf	Product Development
	Systems Engineering on Cloud	99		information after consultation				Europe, America, Asia, Australia	N	http://www.3ds.com/fileadmin/general/Terms/Service%20Level%20Agreements/onlineservices.pdf	Product Development
	Multiphysics Simulation on Cloud	99		information after consultation				Europe, America, Asia, Australia	N	http://www.3ds.com/fileadmin/general/Terms/Service%20Level%20Agreements/onlineservices.pdf	Product Development

	Simulation Process Management on Cloud	99		information after consultation				Europe, America, Asia, Australia	N	http://www.3ds.com/fileadmin/general/Terms/Service%20Level%20Agreements/onlineservices.pdf	Product Development
	Design Simulation on Cloud	99		information after consultation				Europe, America, Asia, Australia	N	http://www.3ds.com/fileadmin/general/Terms/Service%20Level%20Agreements/onlineservices.pdf	Product Development
	Ergonomics on Cloud	99		information after consultation				Europe, America, Asia, Australia	N	http://www.3ds.com/fileadmin/general/Terms/Service%20Level%20Agreements/onlineservices.pdf	Product Development
	Machining on Cloud	99		information after consultation				Europe, America, Asia, Australia	N	http://www.3ds.com/fileadmin/general/Terms/Service%20Level%20Agreements/onlineservices.pdf	Product Development
	Process Planning on Cloud	99		information after consultation				Europe, America, Asia, Australia	N	http://www.3ds.com/fileadmin/general/Terms/Service%20Level%20Agreements/onlineservices.pdf	Product Development
	Robotics on Cloud	99		information after consultation				Europe, America, Asia, Australia	N	http://www.3ds.com/fileadmin/general/Terms/Service%20Level%20Agreements/onlineservices.pdf	Product Development
	Product Planning and Program Management on Cloud	99		information after consultation				Europe, America, Asia, Australia	N	http://www.3ds.com/fileadmin/general/Terms/Service%20Level%20Agreements/onlineservices.pdf	Product Development
	Global Product Development on Cloud	99		information after consultation				Europe, America, Asia, Australia	N	http://www.3ds.com/fileadmin/general/Terms/Service%20Level%20Agreements/onlineservices.pdf	Product Development
	IP Classification and Protection on Cloud	99		information after consultation				Europe, America, Asia, Australia	N	http://www.3ds.com/fileadmin/general/Terms/Service%20Level%20Agreements/onlineservices.pdf	Product Development
	Strategic Customer Relationship Management on Cloud	99		information after consultation				Europe, America, Asia, Australia	N	http://www.3ds.com/fileadmin/general/Terms/Service%20Level%20Agreements/onlineservices.pdf	Product Development
	Lifecycle Application Services on Cloud	99		information after consultation				Europe, America, Asia, Australia	N	http://www.3ds.com/fileadmin/general/Terms/Service%20Level%20Agreements/onlineservices.pdf	Product Development
	CAD Connectors and Converters	99		information after consultation				Europe, America, Asia, Australia	N	http://www.3ds.com/fileadmin/general/Terms/Service%20Level%20Agreements/onlineservices.pdf	Product Development
	Systems Exchange	99		information after consultation				Europe, America, Asia, Australia	N	http://www.3ds.com/fileadmin/general/Terms/Service%20Level%20Agreements/onlineservices.pdf	Product Development
	Customization, Application Development and Deployment	99		information after consultation				Europe, America, Asia, Australia	N	http://www.3ds.com/fileadmin/general/Terms/Service%20Level%20Agreements/onlineservices.pdf	Product Development
LogMeIn	Rescue	99,9	per User / Month		119		119		Y	https://secure.logmein.com/policies/termsandconditions.aspx	CRM
	BoldChat	99,9	per Month		44,5		44,5		Y	https://secure.logmein.com/policies/termsandconditions.aspx	CRM
	AppGuru	99,9	per User / Month		2,1	4,3	3,2		Y	https://secure.logmein.com/policies/termsandconditions.aspx	IT Management
	Central	99,9	per Month		36,5	96,4	66,45		Y	https://secure.logmein.com/policies/termsandconditions.aspx	IT Management

	Pro	99,9	per Month		7,3	33,3	20,3		Y	https://secure.logmein.com/policies/termsandconditions.aspx	Collaboration
	join.me	99,9	per User / Month		13,4		13,4		Y	https://secure.logmein.com/policies/termsandconditions.aspx	Collaboration
	cubby	99,9	per Month		3,5	35,6	19,55		Y	https://secure.logmein.com/policies/termsandconditions.aspx	Collaboration
	Hamachi	99,9	per Month		2,15	8,8	5,475		Y	https://secure.logmein.com/policies/termsandconditions.aspx	Collaboration
	Backup	99,9	per User / Month		3		3		Y	https://secure.logmein.com/policies/termsandconditions.aspx	Security