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On Demand Services: An Enabler of Supply Chain Strategy

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What will be Covered?

- What is an On Demand Service?
- On Demand as an Enabler of Supply Chain Strategy



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What is an On Demand Service?

- An On Demand Service is Software as a Service (SaaS)
- **“Software Deployed as a Hosted Service and Accessed Over the Internet”**
- **Key Innovations Beyond Hosted Service:**
 - Multi-tenant Architecture
 - Scalability
 - Customisable
- Reduces Risk, Brings IT Spending in Line with Business Returns



On Demand Services – Main Stream

- Search: The Original On Demand Service
- Google and Yahoo Enter the Business World:
 - Gmail for Domains, Yahoo Business Mail
 - Writely, Google's On Demand Word Processor
 - Google Spreadsheets
- **“Services Disruption”** – Ray Ozzie takes over from Bill Gates
- Microsoft Responds with Office Live...
- Enablers for SME Businesses





On Demand Services – Business

- Leadtec's CRM Story - On Demand as an Enabler
- “The Business Web” – Marc Benioff Berates, Mocks the Big Software Providers...
- Over 22,000 Clients, 400,000 Users
- The AppExchange, 200 On Demand Application Vendors
- Creation of New Markets



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On Demand Services - Supply Chain

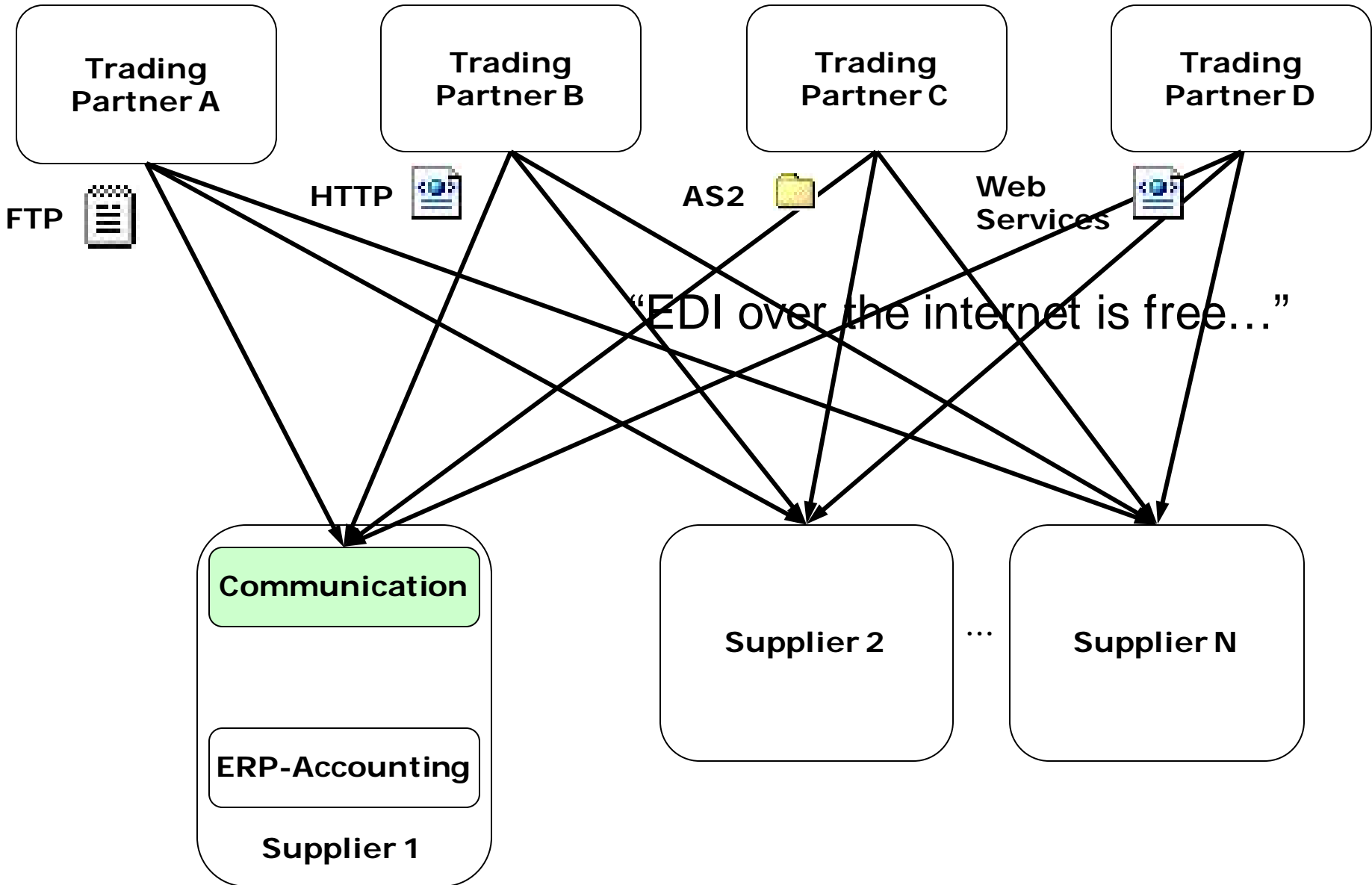
- The Supply Chain is Inherently Distributed
 - On Demand Services are Well Suited
- Example – On Demand Communications and Translation Services



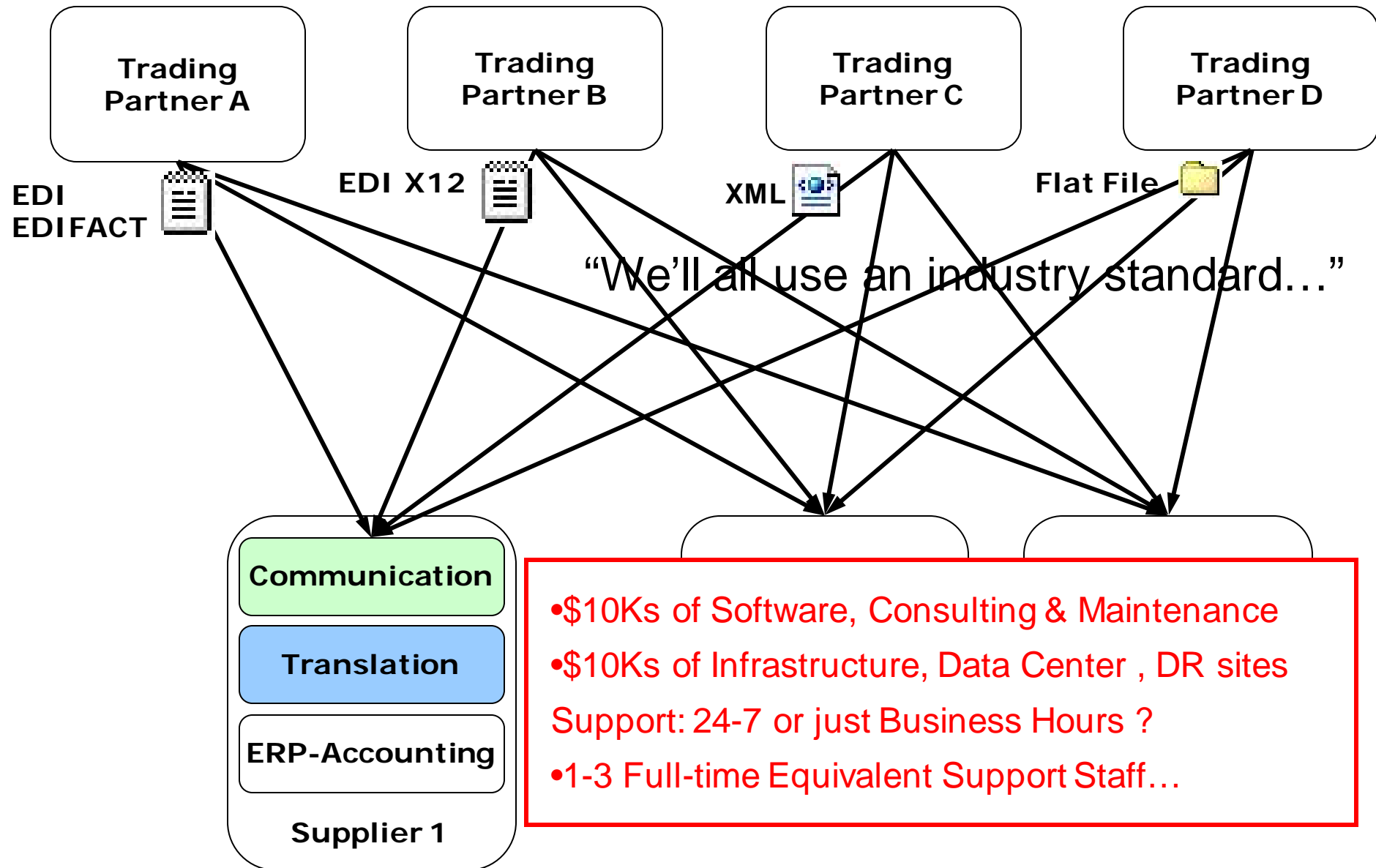
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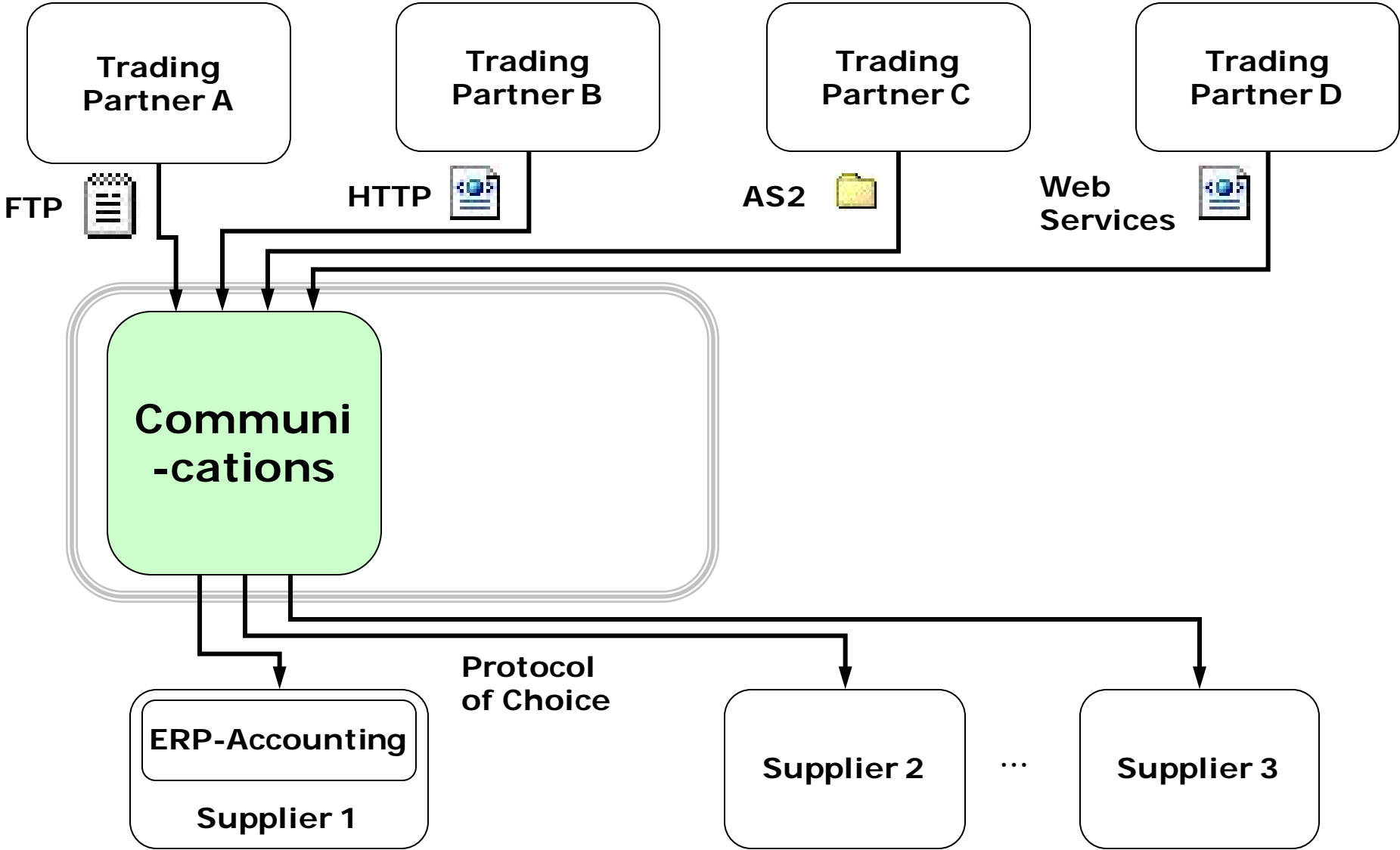
Traditional Software Solution...



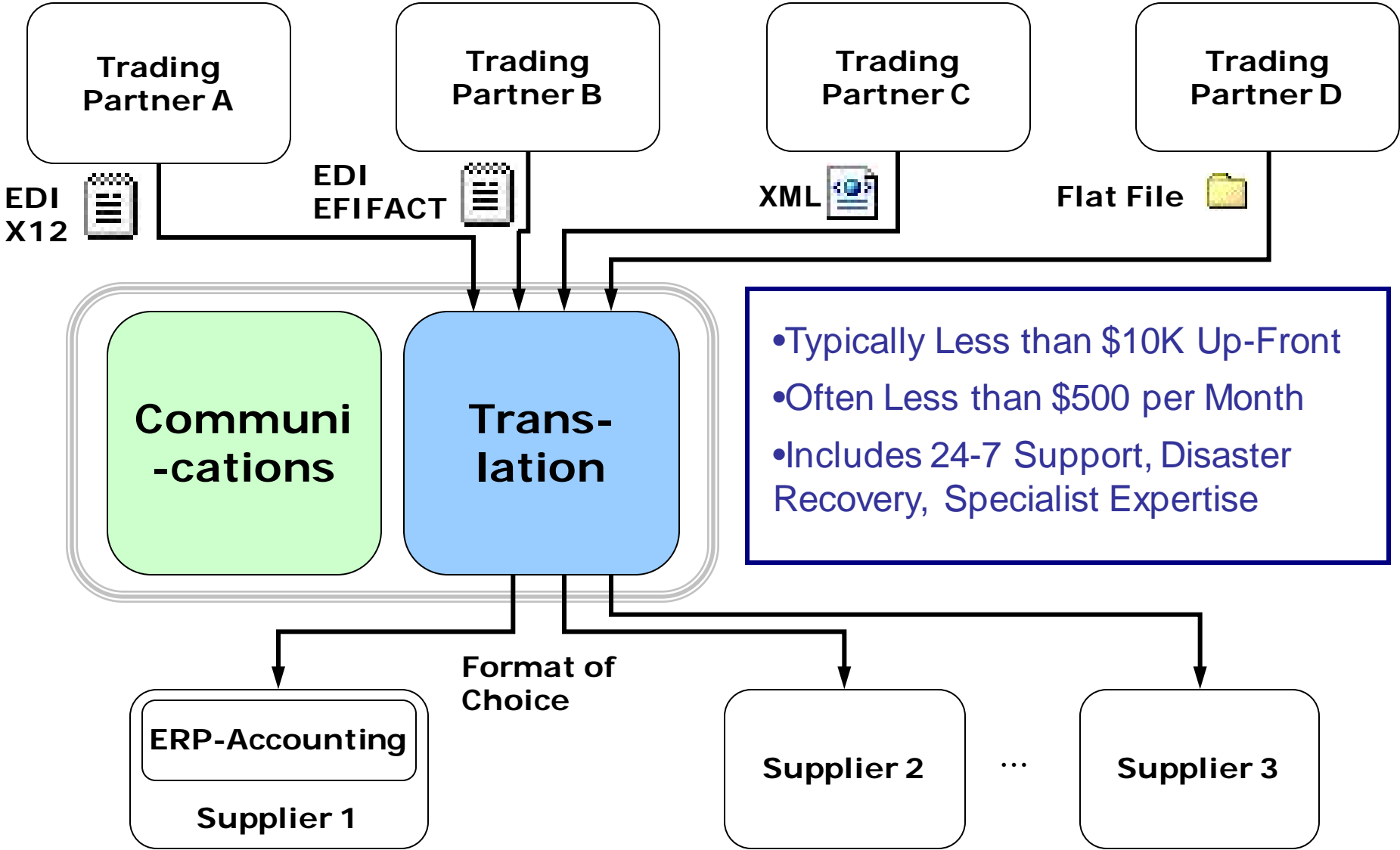
Traditional Software Solution...



On Demand Service...



On Demand Service...



On Demand Services - Supply Chain

- Powerful and Cost Effective Solution for Large Enterprises
- An Enabler for the Medium and Small Enterprise



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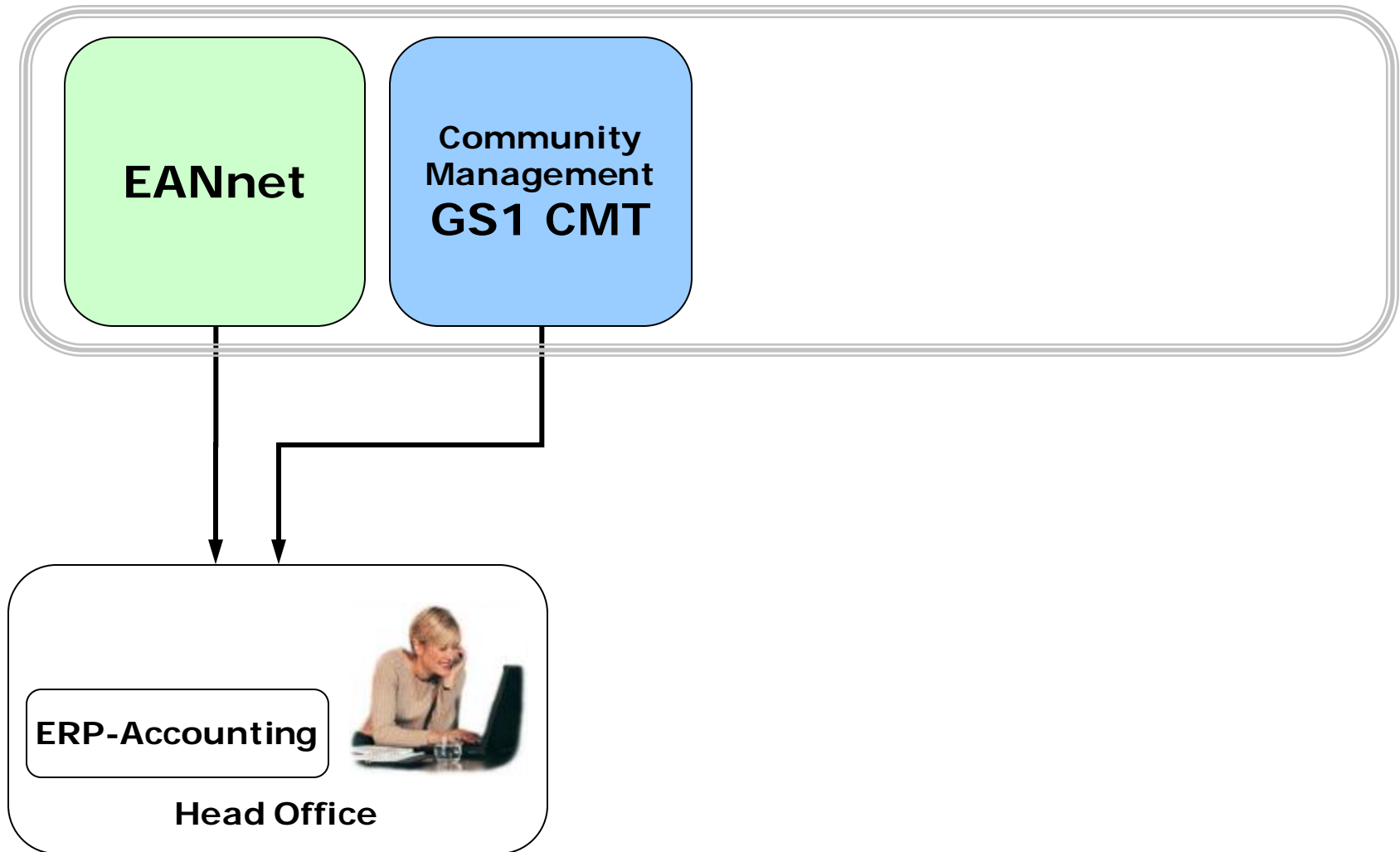


Challenges to On Demand

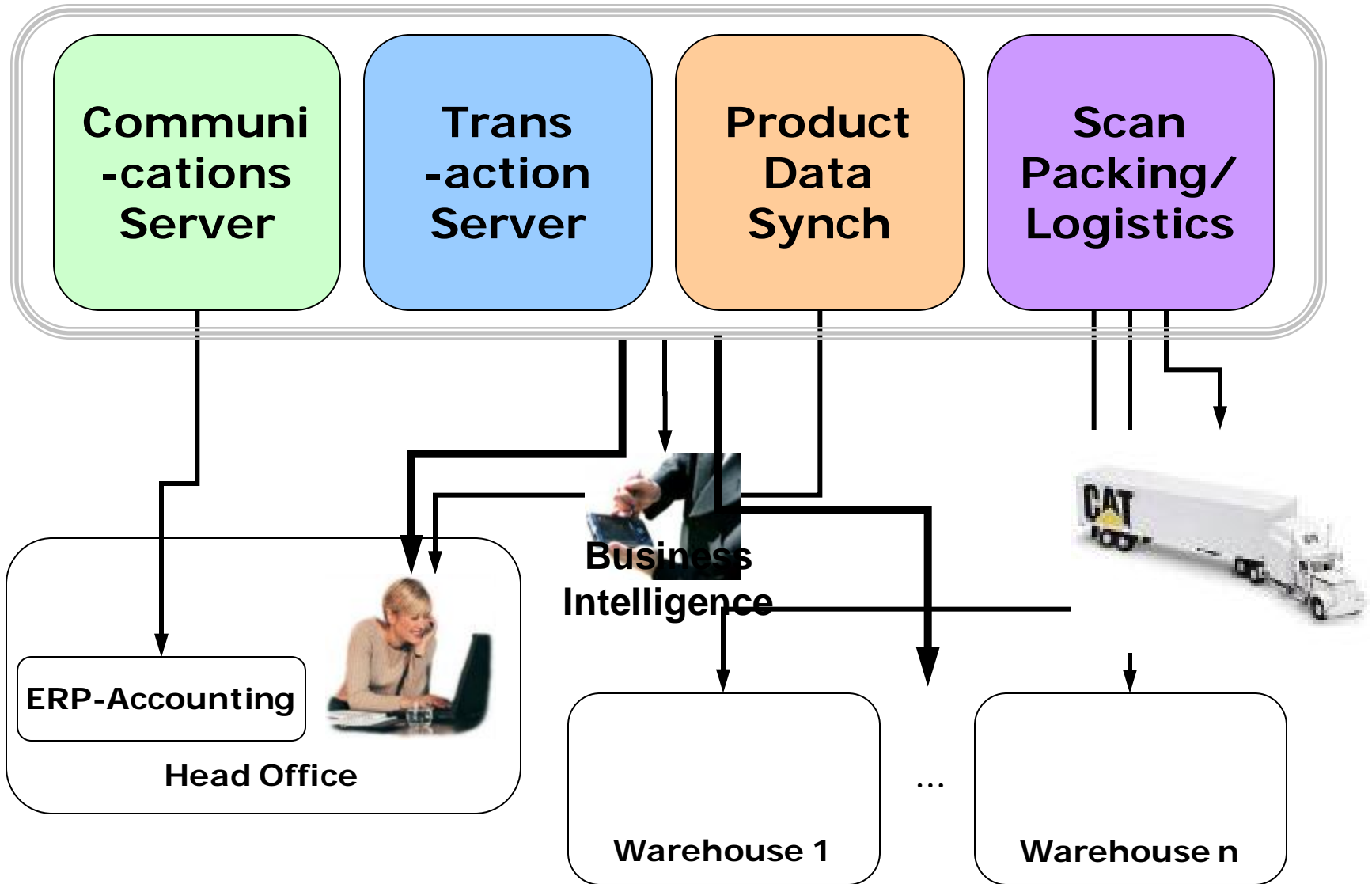
- **Reliability:** What if the service goes down?
 - On Demand Service Providers Invest More in Availability and Reliability
- **Security:** Is my data safe?
 - On Demand Service Provider Invest More in Security
- **Useability:** Do I have to wait for web browser refreshes?
 - Smart Clients and move to the “Business Web”



Other On Demand Services...



The Future...



Overview

- On Demand Services are Here and the Way of the Future
- On Demand Services are Enabling Supply Chain Strategies Today
- Exciting On Demand Services are in the Pipeline.



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Thank You

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