

John Edwards

## When Your SaaS Provider Lets You Down



**John Edwards**, Technology Journalist, 11/7/2014

[Bio](#) [Email This](#) [Print](#) [Comment](#) [10 comments](#)

[Rate It](#)



50% 50%

[Save It](#)

It was once a strong healthy partnership, full of promise and mutual rewards. Now, your SaaS provider has let you down and you need either to fix things or move on to something new.

SaaS relationships can sour for many different reasons, including differences on features, support, performance, and security issues. Perhaps the latest software update added several poorly designed features or eliminated some useful attributes. On the other hand, the provider's software may have recently headed in a new direction, one that no longer matches your current needs.

Whatever the reason for your disappointment, there comes a time when a SaaS customer has to stand firm against a provider that, for one reason or another, is no longer delivering the goods. If you ever find yourself in this situation, try following these steps:

### 1. Talk it over

You need to make the provider aware of your concerns as soon as possible. Discuss the matter with a provider representative -- one with the power to directly implement changes -- and work toward a solution. If a suitable resolution to the problem can't be reached, or the provider refuses to engage in a serious discussion, move to the next step.

### 2. Check your service level agreement

If your provider relationship includes an SLA, examine the document closely to determine whether specified benchmarks are being met. If the provider is failing to live up to the SLA's requirements, you'll be able to take steps up to and including legal action to force the provider to meet its contractual commitments. If worst comes to worst, you may be able to use an SLA breach to cancel your contract without incurring any financial penalties.



### 3. Seek support

If the provider can't, or won't, satisfactorily address your concerns, community support may help. Unless the problem is unique to your business, chances are you're not the only customer who's dissatisfied with the provider. In some instances it's possible that community members have developed a technical or procedural workaround that resolves a provider-created problem. There's also the chance that a group of dissatisfied

customers joining together in a united protest may be able to spur a reluctant provider into some form of positive action.

#### **4. Look for alternative offerings**

Unless you have a contract or SLA that specifically states otherwise, there's little you can do if a provider has decided to eliminate a service, trim away features, or target a different market. If you find yourself in this situation, it's time to begin searching for an alternative SaaS offering, one that will more closely match your needs.

Fortunately, SaaS is now popular enough that there are usually multiple providers in any given market offering the same general type of software. Look around and you may be pleasantly surprised by the alternative SaaS offerings you find, particularly if you've been using the same provider for several years.

[Email This](#) [Print](#) [Comment](#)

Copyright © 2015 TechWeb, A UBM Company, All rights reserved.