



SaaS Migration Checklist



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The New Normal in Supply Chain

The pandemic surfaced the most intense business turmoil the world has seen in some time. Supply chain leaders saw the greatest stress test of their resiliency plans and security infrastructure, and had to pivot operations quickly in response to the disruptions.

It also brought an unexpected paradigm, the chance for organizations to comprehensively evaluate their interoperability approach for people, process, technology and culture across the value chain. Reinventing the supply chain strategy playbook starts with enabling visibility, then automating processes cognitively with Artificial Intelligence (AI) and Machine Learning (ML).

Digital leaders know that strategy counts more than ever. And staying ahead in volatile times requires future proofing the business. The next-gen supply chain is autonomous — connected and predictive, with the advanced capabilities that give you the agility needed to counter disruptions.

Welcome to The Autonomous Supply Chain



Market Trends Fueling SaaS Migration

Move to Cloud Native Apps

By 2024, net-new production-grade cloud-native apps will increase to 70% from 10% of all apps in 2020.

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Industry Centric

By 2022, enterprises will allocate 20% of new cloud services spending to cloud solutions that meet specific industry needs.

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Collaboration & Agility

By 2023, over 55% of enterprises will replace outdated operational models with cloud-centric models.

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Agility & Efficiency

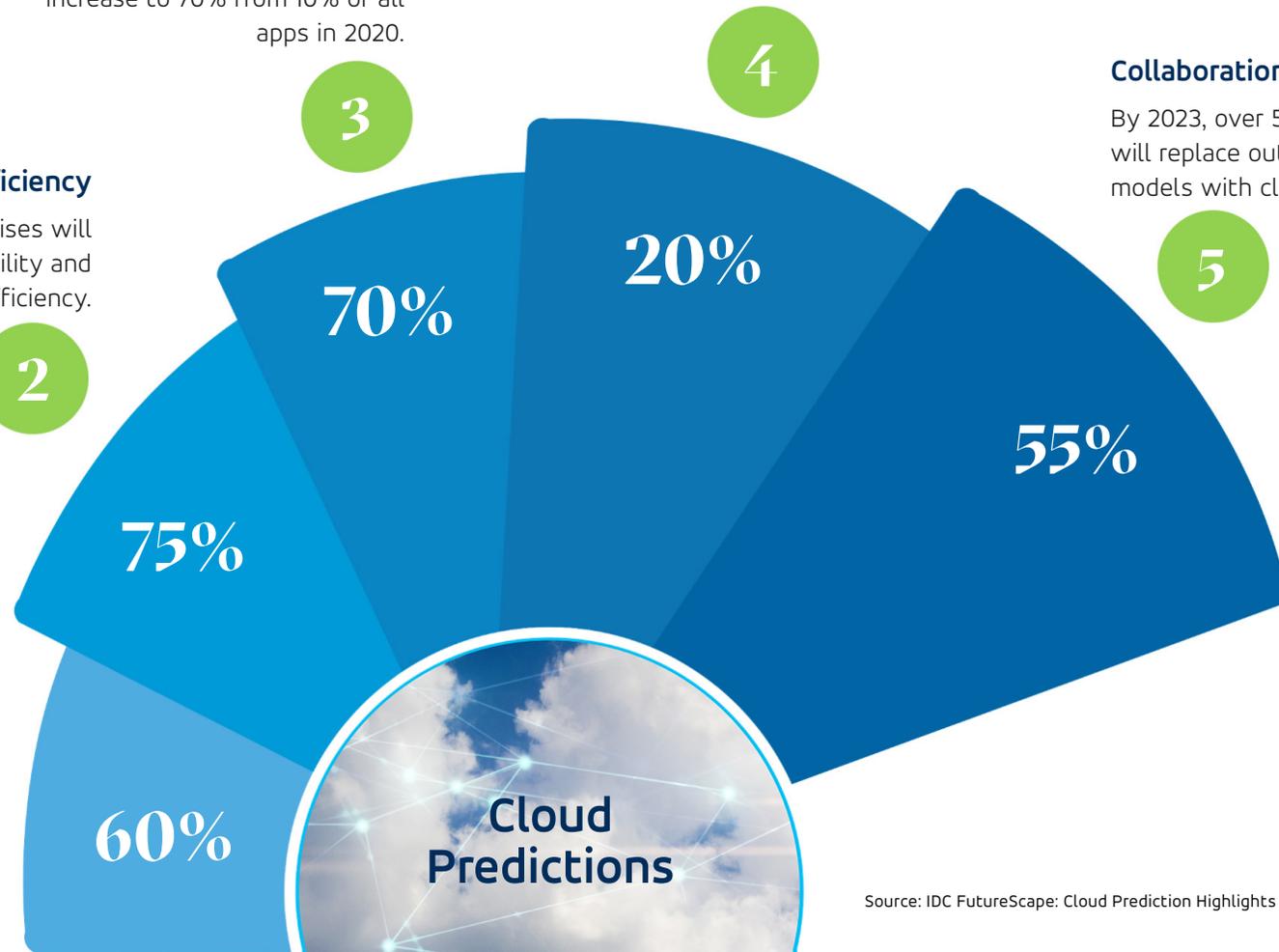
By 2024, 75% of the enterprises will prioritize infrastructure agility and operational efficiency.

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Enterprise Demand

By 2023 over 60% of ISVs will re-architect or build new portable cloud-native applications due to enterprise demand for feature-rich SaaS solutions.

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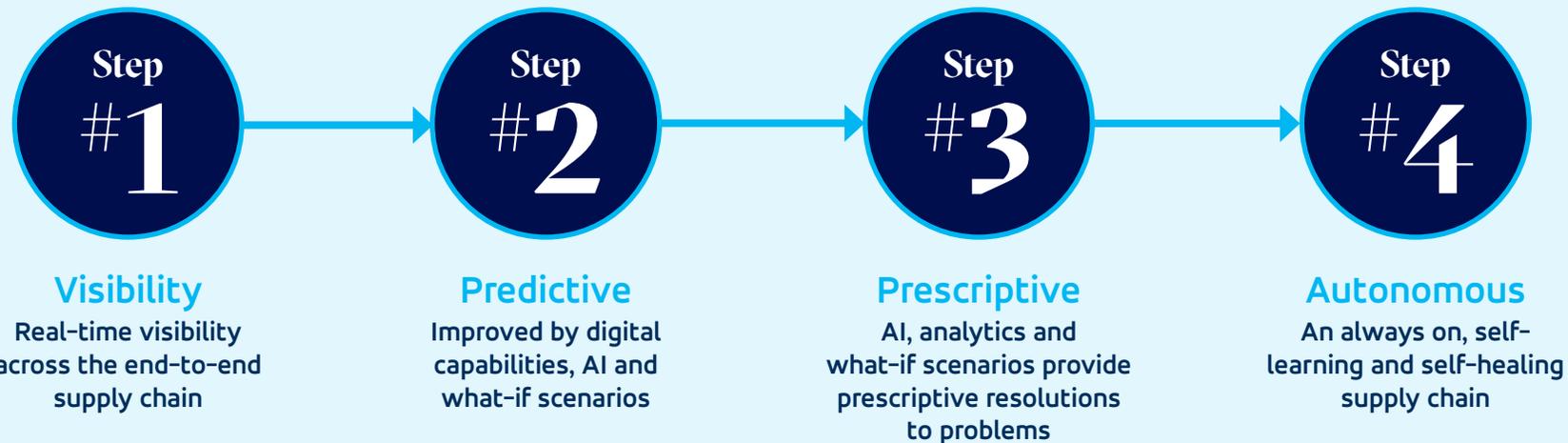
Cloud Predictions

Source: IDC FutureScape: Cloud Prediction Highlights

Steps to an Autonomous Supply Chain

A supply chain without boundaries

For the supply chain of the future to become autonomous, it must evolve.



The first step of the journey is to provide visibility of data in siloed planning systems. This is typically achieved using business intelligence tools, but often provides a static, out of date picture.

Predictive analytics is improved by digital capabilities, AI and what-if scenarios, like a GPS, but requires the user to decide which scenario to take and how to execute it.

Concrete decision-making starts with prescriptive analytics. Use AI, analytics and what-if scenarios to provide prescriptive resolutions to problems.

The final stage: an always on, self-learning and self-healing supply chain. Using real time data with continuous AI and ML, this supply chain not only predicts and prescribes outcomes but acts and executes decisions.

Essential Migration Steps

Pillars to consider when shifting to a Cloud-first strategy



Understand your business drivers

Define your cloud first goals and strategy, develop adoption perspectives and create a solid business case for ROI.

Develop the right lens for people, process, partners

Identify key stakeholders and partners, and create a center of excellence to drive adoption and migration.

Define KPIs for business transformation

Develop a criteria assessment, identify measurements for current application portfolio and streamline KPI dashboards.

Choose the right service provider

Assess their agile development technology and gain an understanding of their continuous optimization and DevOps processes.

Build capabilities for the future of work

Design your future business and technical architecture, establish a culture of digital natives and create a space for agile development.

Consideration: Business Aspects

Strategic Considerations

Determine whether this vendor matches your organization's approach with these primary criteria.

- Are they upfront about the strategy that guides product development?
- What does agility mean to them? A key question to ask is how major releases are scheduled and communicated?
- Are they sharing best practice templates for incident, problem and change?

Change Management

Gauge a vendor's approach to stability.

- How do they enable your team to collaborate on change planning visually and dynamically?
- Do they offer a communications plan outlining schedule and resource requirements?
- Do they offer an ongoing release program with relevant trainings?
- What is their upgrade methodology?

Employee Base

Consider how a vendor approaches their investment of resources, and what type of product knowledge is enabled.

- Do they have software architects? If yes, what's the ratio of architects to developers or engineers?
- Research & Development: what does their spend look like in this area?
- Staffing in support, sales and customer success: is there high attrition?

Roadmap

Assess a vendor's maturity, and whether they are focused on transactions or lifecycles.

- How transparent are they when sharing their high-level product and features roadmap?
- How far out is their roadmap?
- How do they prioritize disruptions and what could cause a feature to be de-prioritized?
- How do customers influence the roadmap?



Consideration: Technical Aspects

Account Management

Which teams will be dedicated to the success of your relationship?

- Are you able to meet with these teams before implementation?
- What type of program management do they offer?
- What types of resources and tools are available to train on current/new features, as well as how to optimize the solution?

Implementation

Do they offer a holistic framework that goes beyond technology to incorporate organizational and process changes?

- What is their implementation methodology and experience across industries?
- How do they map IT investments and operational decisions to business priorities?
- What are their best practices for gathering and validating business requirements?
- Will they provide customer references to share experiences?
- Is there a community forum for developers?

Quality Assurance (QA)

What level of rigor do they enforce before software releases are made available?

- How is software code and coding standards reviewed, tested, maintained and stored?
- What controls are in place to protect the integrity of the operating system and application software used?
- How is the potential introduction of backdoors within the code addressed through code review?

Consideration: Data Management

Architecture

What is their data center structure?

- Where are their data centers hosted and operated?
- Are system backups stored off-site and encrypted?
- What are their uptime guarantees? Are credits offered if guarantees are not met?
- Are there internal and third-party assessments to assess defense strategies against internal and external attacks?
- How does their multi-tenant architecture and secure logical controls address separation of customer data?
- Can functionality within hosted environments be enabled/disabled by access roles?

Access Management

What is their approach to access management and permissions?

- Is there a flexible, layered security framework that lets you share different data sets to different users?
- What authentication options are available for users?

- Are segregation of duties in place for logical access and change management processes?
- Can you use an existing single sign-on capability to simplify and standardize user authentication?
- Is there a process of continuous evaluation for security access and privilege reviews?
- What checks are made on the identity of user accounts for onboarding and offboarding?
- Are credentials provisioned and de-provisioned simultaneously throughout the cloud system, or are there any risks in de-provisioning them across multiple geographically distributed locations?
- How are the accounts with the highest level of privilege authenticated and managed?
- What changes, if any, are made to administrator privileges and roles to allow for extraordinary access in the event of an emergency?
- What provisions exist in the event of theft of your credentials (detection, revocation, evidence for actions)?
- Are there documented procedures and APIs for exporting data from the cloud? If yes, what export formats?



Consideration: Data Management

Data Protection

How do they manage and protect data?

- What global audit and compliance certifications do they hold?
- Do they have standard data certifications and how are they maintained?
- Are there independent audit reports on procedures, controls, safeguards and security, facility, customer data archival and protection, infrastructure and applications?
- Is there continuous training for data center staff on security issues?

Encryption

Is there a well-defined policy for what should and should not be encrypted?

- What security controls are in place for using keys to sign and encrypt data?
- Who holds the access keys and how are these keys protected?
- Where and how is the data being used?
 - Is the data in transit (internet/cloud network)?
 - Is the data at rest (databases, file systems, backups)?
- Are any encryption products / technology applied in this service?

Consideration: Strategic Assessment of Vendor Capabilities

Responsiveness

Can they help you reduce risk and enable digital transformation across the enterprise by planning, tracking, and delivering successful changes?

- Do they offer intuitive wizards that empower occasional users to make change requests quickly and effortlessly from any device, in any location?
- Do they offer advanced functionality including collision detection, impact analysis, and a visual change calendar that helps you to be productive and proactive?
- How are enhancement requests prioritized?

Support

What people and technology do they have in place to support you at all times?

- What is their Support Center Model (online, phone, chatbot)?
- Do they offer comprehensive product documentation, including current guides and manuals, technical bulletins, flashes and release notes?
- Do they have an automated, proactive notification system to communicate product patches, new releases, sunset notices?
- Is their knowledgebase up to date for all products, and includes answers and fixes

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to commonly asked questions and problems?

- Can users subscribe to notifications?
- What are their standard response times?
- Do they provide a quarterly scorecard to track support issues and identify trends?

Vendor Supply Chain

Are there any key operational activities provided by sub-contractors?

- What procedures and checks are in place to ensure appropriate access by third parties?
- What security policy and controls are applied (contractually) to third party providers?
- Do third party providers adhere to any service levels for key activities?

User Experience

How are they investing in the user experience by design?

- Do they offer common UX services with a unified look & feel across devices and applications?
- Are their solutions customizable, with configurable dashboards and UI cards to tailor content to the needs of one user or job role?
- How do they enable ways for multiple users to exchange relevant information whenever and wherever needed to get their job done?
- Do they offer situation rooms for discovering and resolving exceptions?



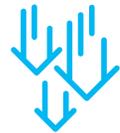
Blue Yonder SaaS Advantage

Accelerate delivery of value



Lower TCO

Move from a capital-intensive approach of installing, maintaining and upgrading an on-premise IT infrastructure to an operational cost model with a SaaS subscription.



Lower Risk

Minimize infrastructure or disaster recovery risks with assured high availability.



Scalability

Adjust SaaS subscription for your growth requirements instead of investing in additional in-house server capacity and software licenses.



Competitive Edge

Get upgraded every year by Blue Yonder cloud experts for no fee and leverage our new AI/ML infused supply chain applications deployed on Microsoft Azure.



Continuous Improvement & Innovation

Benefit from the continuous innovation of Blue Yonder applications and the underlying infrastructure, processes & methodologies to build, run and operate at optimum performance.



Why Blue Yonder

Schedule your SaaS Transformation Assessment today.

[Learn more](#)

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99.99%

average uptime

165B+

AI transactions per month

300K+

jobs executed per month

14K+

systems managed

750+

cloud services professionals



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