

# Enterprise SaaS: Under the hood of our enterprise SaaS platform

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26 July 2018

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# Cloud Services

The best way to run Ci Anywhere



Cloud Background



Architecture



Release Process



Operational Tools



Compliance



Q&A



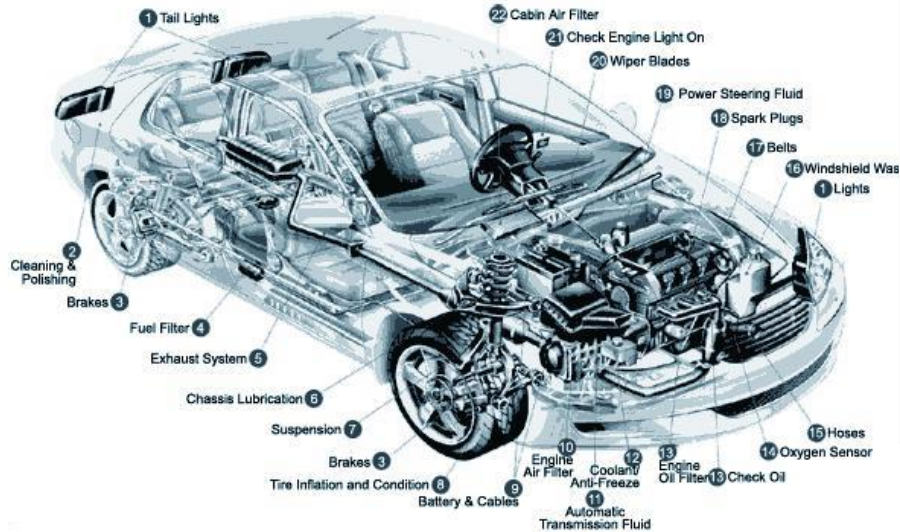
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# Why Buy SaaS (operational view)

## On Premise



## Software as a Service



# SaaS Responsibility Matrix

## On Premise

All Hardware
Underlying OS
Web config
Database Operation and Maintenance
Security Updates
Service Monitoring
Backups and restores
Transactions
TechnologyOne Software updates
TechnologyOne Software config

## SaaS

All Hardware
Underlying OS
Web Config
Database Operation and Maintenance
Security Updates
Service Monitoring
Backups and restores
Transactions
TechnologyOne Software updates
TechnologyOne Software config

Customer
TechnologyOne

# 295

Customers

# 150+

Transitions

# 5,500

Concurrent CI sessions

# 6,500,000

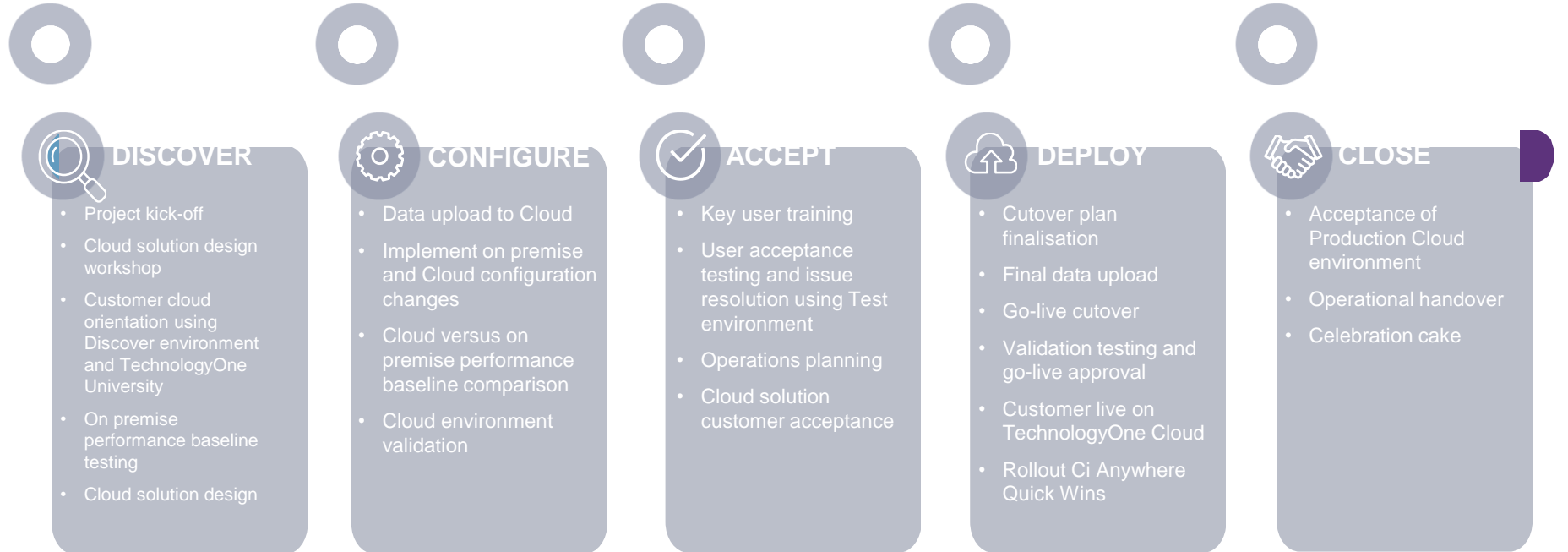
Web calls per day

# 17,500

Database upgrades per month

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# Cloud Transition Project



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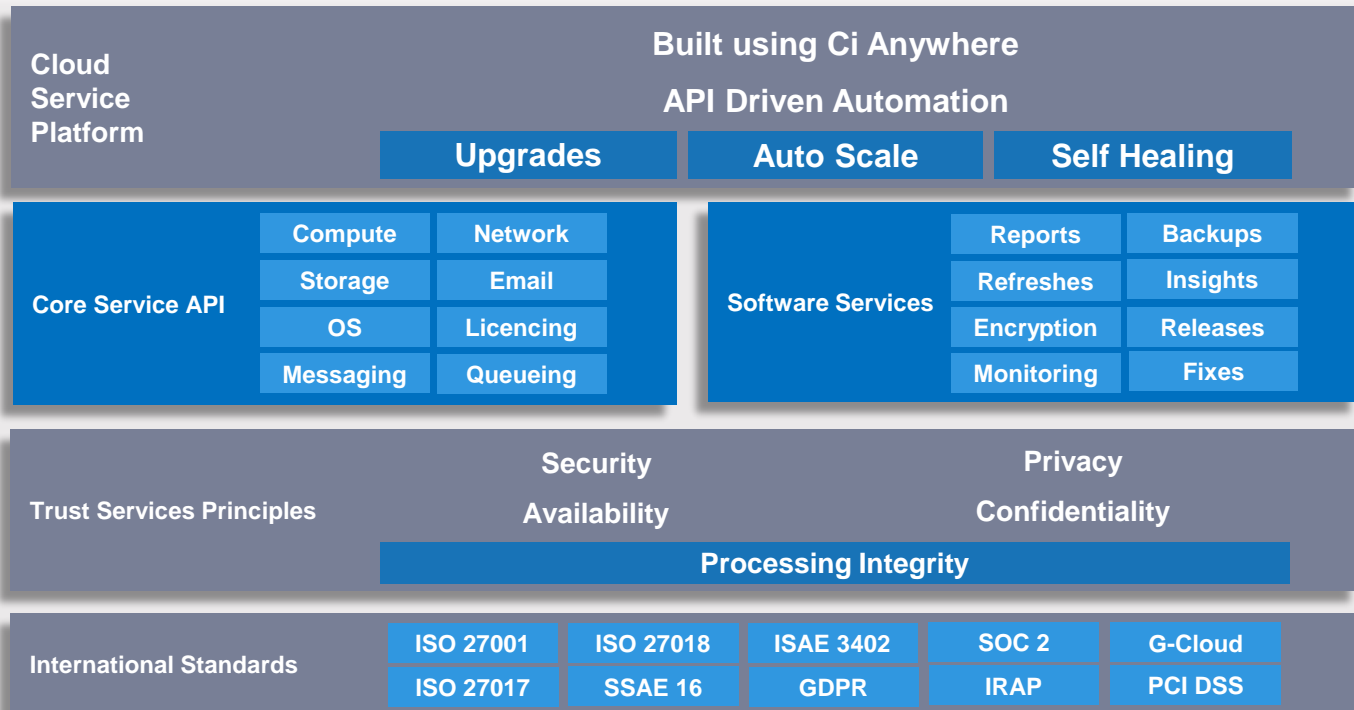
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# TechnologyOne Cloud

Major software releases, delivered twice a year



One global platform

# Architecture – Fundamentals (Infrastructure)



## **Built on AWS platform** (Compute and Network)

- Highly Scalable, Secure and fault tolerant
- Leverages many AWS services (EC2, S3, CloudFront, SQS, SES, Auto-Scale etc)



## **Built on Netapp platform** (Storage)

- Highly available, secure and fault tolerant
- Guaranteed Data sovereignty
- Encryption at rest



# Architecture – Fundamentals (Infrastructure)



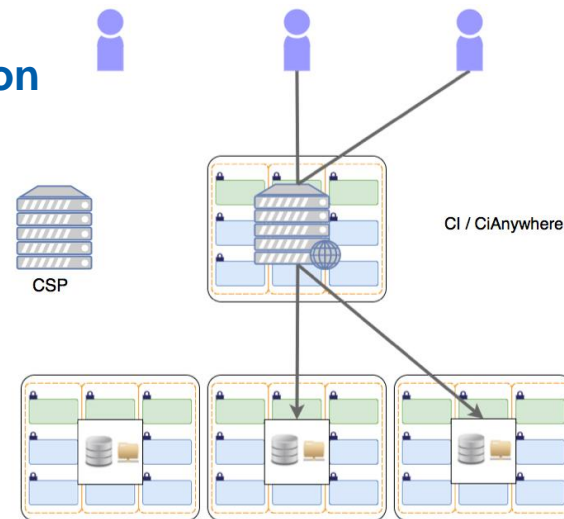
## Single-tenanted database, multi-tenanted application

- Each environment has its own database.
- Table space, not shared between customers
- Application layer is shared amongst customers



## Cloud Service Platform (CSP)

- Orchestration and automation control plane
- CSP is the TechnologyOne secret sauce for the cloud
- Enabler of single-tenanted database, multi-tenanted apps

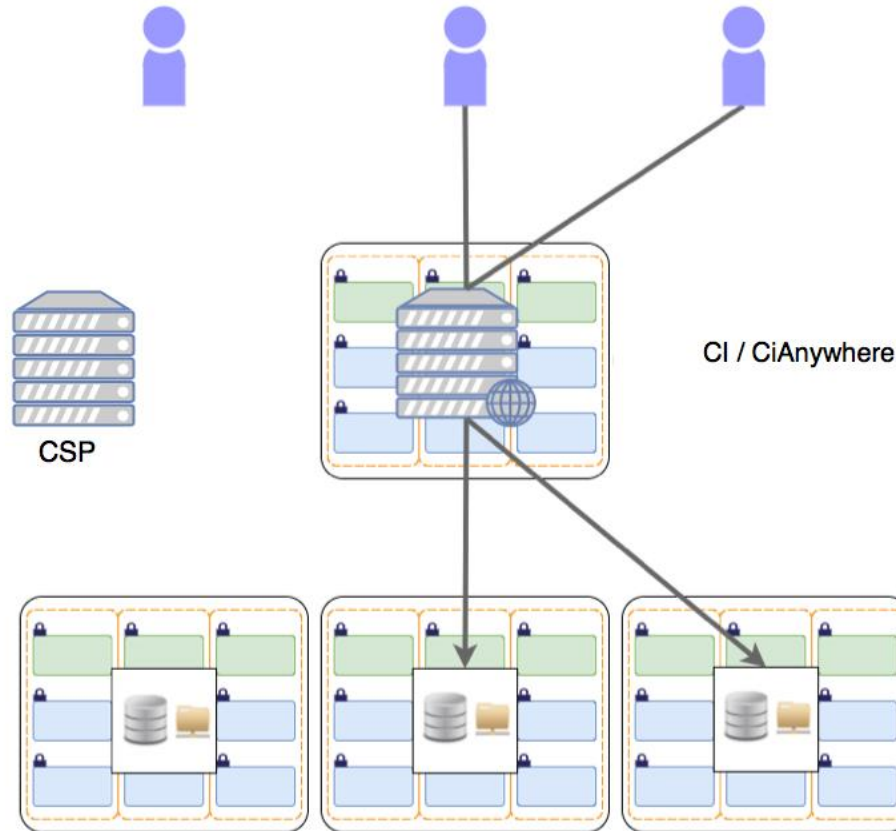


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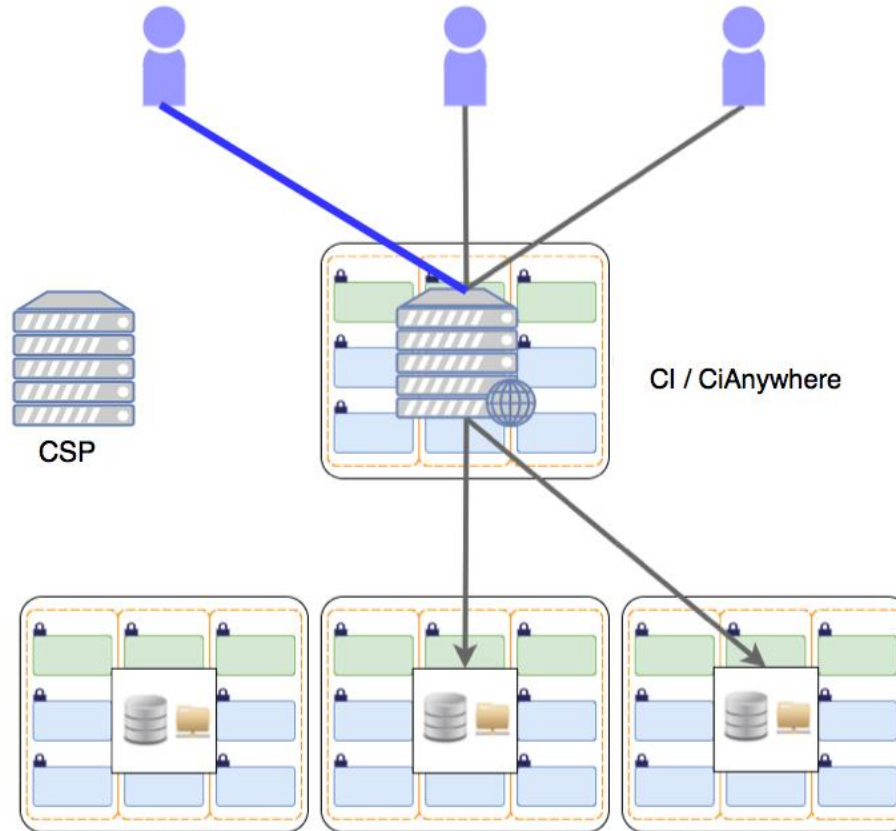
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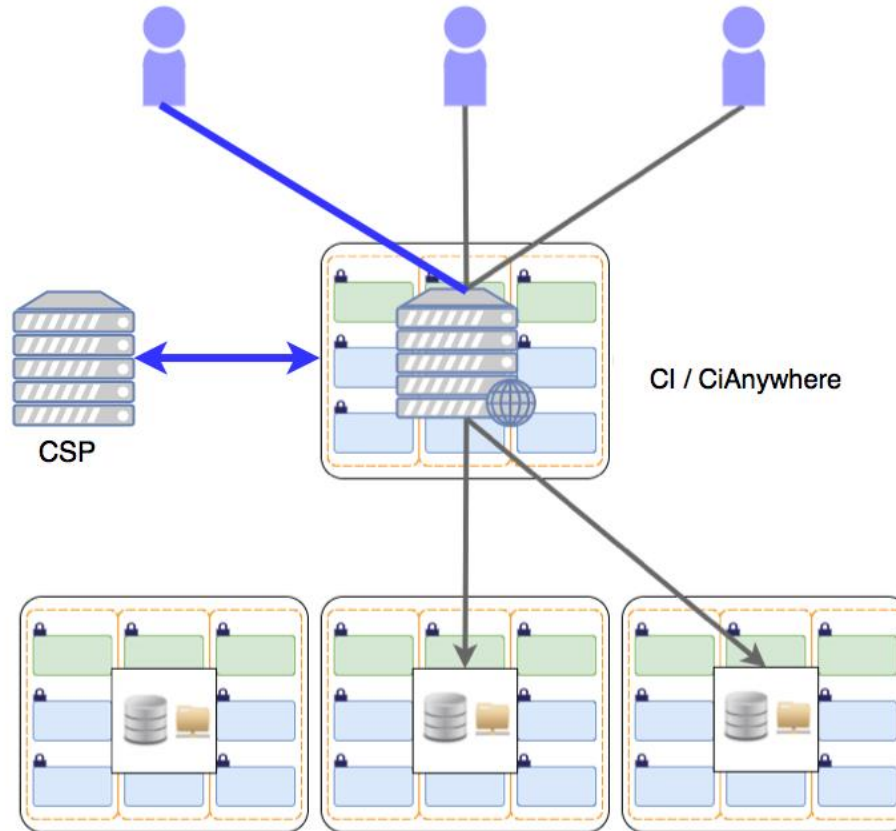
# Single-tenanted database, multi-tenanted apps



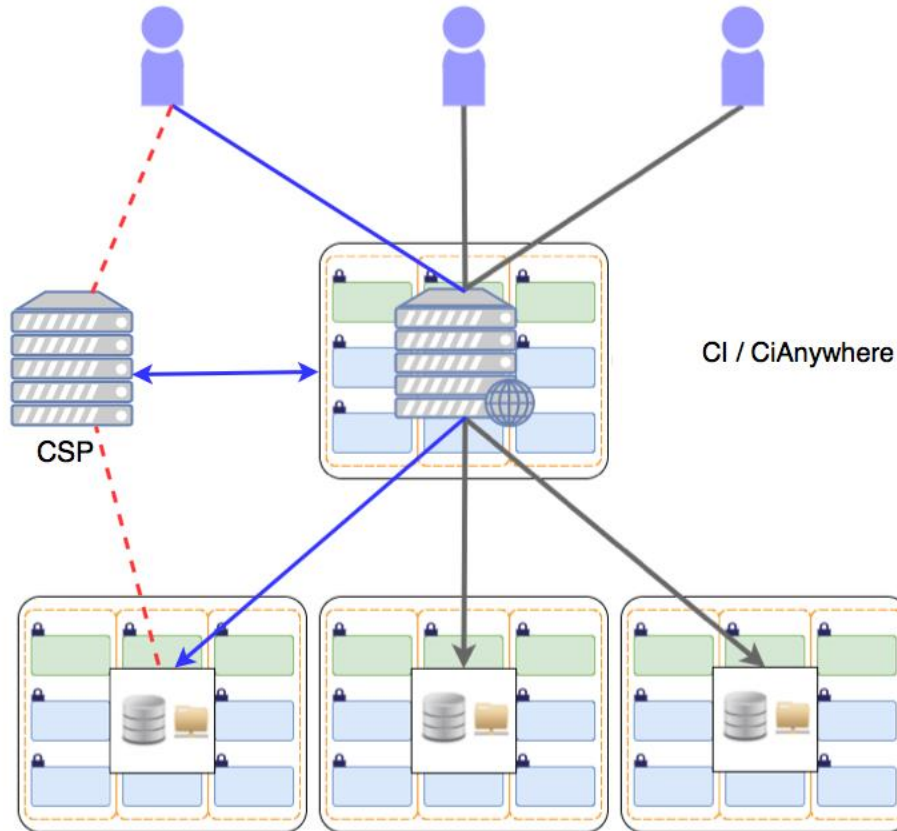
# Single-tenanted database, multi-tenanted apps



# Single-tenanted data, multi-tenanted apps



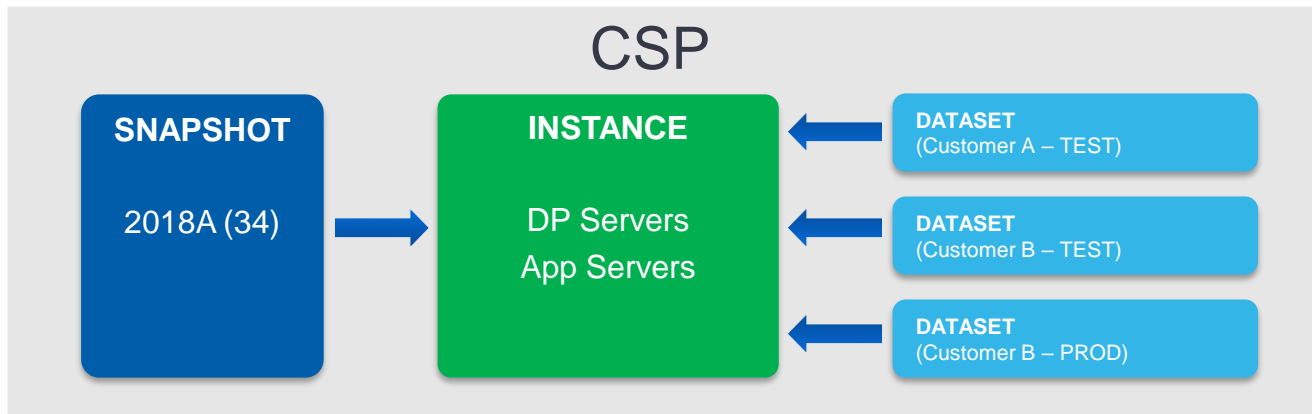
# Single-tenanted database, multi-tenanted apps



# Architecture – Fundamentals (Software)

## Snapshots, instances and datasets

- Snapshot = A version of TechnologyOne software
- Instance = The Apps and DP servers with the snapshot installed
- Dataset = The customer database
- CSP = Orchestration and automation control plane

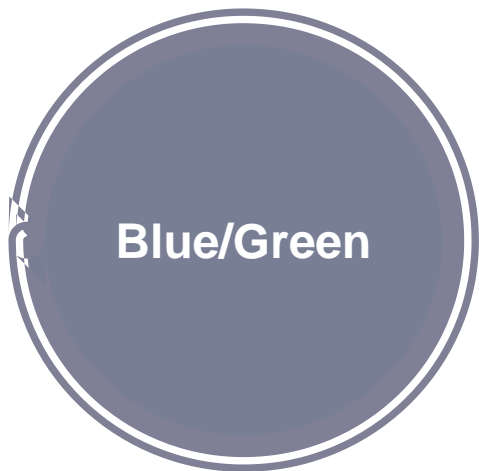


\*Datasets are abstracted from the instance

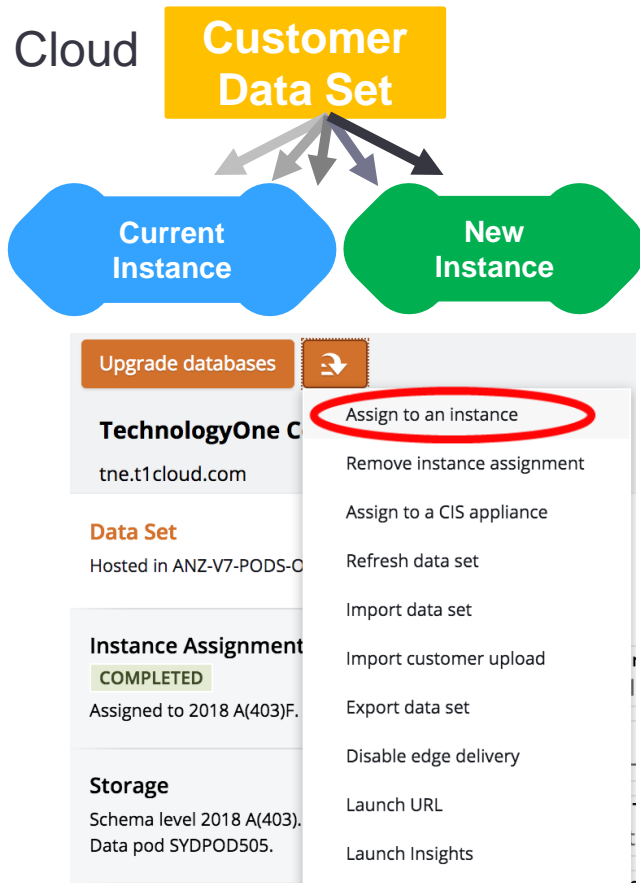


# Release and Deploy

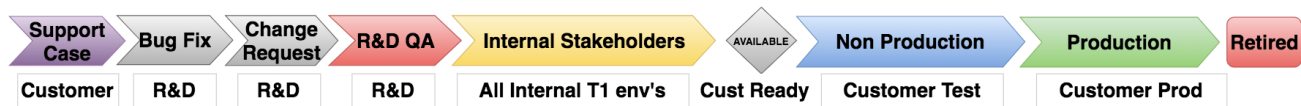
- Only 4 Major releases at any given time running on Cloud



- Blue / Green Approach
- No patching (Build and destroy)
- Customer dataset abstracted from application
- Highly Automated – Zero host access goal



# Release and Deploy



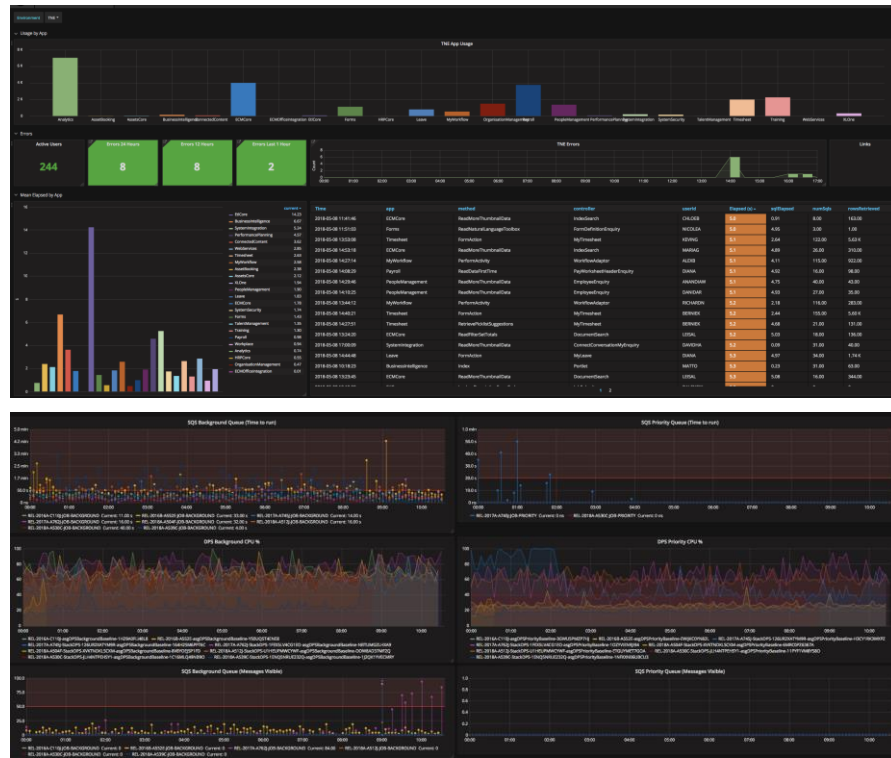
Software  
Improvement  
updates

- QA process before deployment into production to reduce risk
- Weekly deployment cadence into customer non-production (Unless QA failure)
- Fortnightly deployment into production

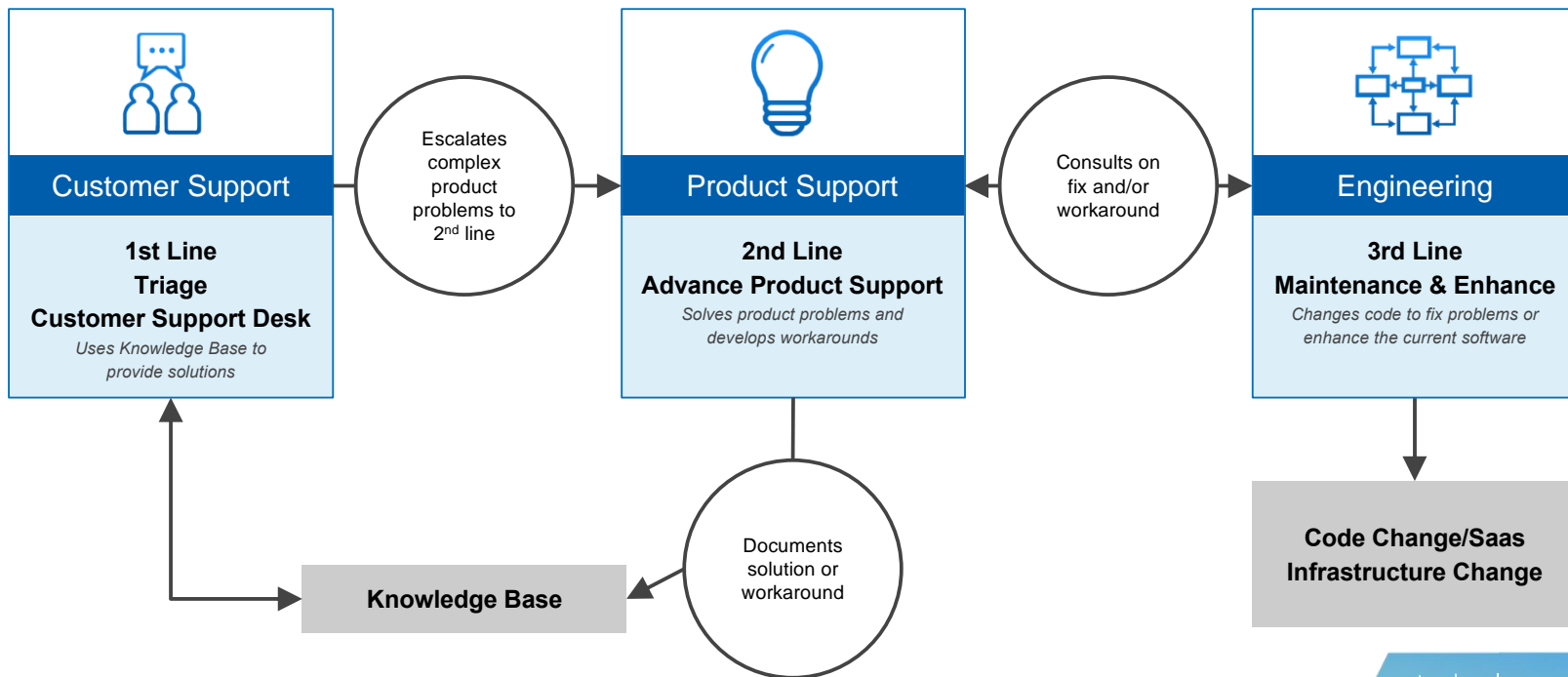
- Real Time Monitoring and Telemetry



- Real time software performance
- Real time infrastructure performance
- Real time security insights (Coming 2018B)



# Support Centre Operational Model



# Customer Facing Operational Tools



## Status Page

- <https://status.t1cloud.com/>
- Realtime status notifications (Email and SMS)



## Customer Community

- <https://customercommunity.technologyonecorp.com/s/Login/>
- Incident log and tracking and knowledgebase



## SaaS Community

- [https://customercommunity.technologyonecorp.com/\\_ui/core/chatter/groups/GroupProfilePage?g=0F9G00000000Bke](https://customercommunity.technologyonecorp.com/_ui/core/chatter/groups/GroupProfilePage?g=0F9G00000000Bke)
- SaaS specific community discussion forum



## TechnologyOne University

- <https://apps.technologyonecorp.com/Catalogue/t1-university>
- Online educational and help content



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All Systems Operational

Refreshed about 1 minute ago

Uptime over the past 90 days. [View historical uptime.](#)

### Software as a Service - Australia & New Zealand

Traffic Management	Operational
User Experience	Operational
Database Services	Operational
Web Services	Operational
E-mail Services	Operational
File & Attachment Storage	Operational
Data Transfer Services	Operational
CI in the Cloud	Operational

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# Compliance



## Benefits of TechnologyOne Compliance posture

- Simplify Audit Time
- Reduce effort and expenditure
- Covers Disaster Recovery and Business Continuity
- Significant focus on Security and Privacy
- Always up to date with legislation and regulation



## Compliance Tips

- Existing SaaS customers of TechnologyOne are entitled to request the SOC 1 and SOC 2 audit reports as well as our ISO 27001, ISO 27017 & ISO 27018 certificates
- These reports and certificates can be requested by sending a formal email request to the SaaS Compliance email: [saas\\_compliance@technologyonecorp.com](mailto:saas_compliance@technologyonecorp.com)

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# Want more information on this session?

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