



Case Study

Sabrix Receives Web Operations and Services Expertise from OpSource for its First SaaS Application

"We considered delivering Sabrix MTS with in-house resources, but not seriously. Doing it ourselves would have required a larger up-front expense and greater lead time and it would have posed a higher execution risk. OpSource, on the other hand, has proven success delivering SaaS derived from on-premise applications."

— Rich Alessi
Director of Information Technology
Sabrix, Inc.

On-Demand Company

Sabrix is a leading provider of transaction tax management for companies of all sizes. Its solutions enable finance, tax, and IT professionals to achieve accurate, timely, and cost-effective compliance for sales tax, use tax, value added tax (VAT), excise tax and industry-specific taxes and fees. The Sabrix Application Suite seamlessly connects to all financial applications requiring the determination, calculation, and recording of transaction taxes.

Sabrix Requirement

After years of success providing on-premise tax management software and tax research to Global 2000 companies, Sabrix decided to enter the small and medium-size business market with Sabrix Managed Tax Service (MTS). Sabrix MTS is an outsourced compliance service that combines an on-demand version of its enterprise solution with professional tax expertise. Without deep expertise in software-as-a-service (SaaS) delivery, Sabrix needed a partner with proven success in the industry who could help Sabrix bring Sabrix MTS to market quickly. Given the mission-critical nature of transaction tax compliance, Sabrix also needed 100% uptime and the ability to quickly and easily scale.

Complete Solution

OpSource brought to Sabrix's project vast experience in successfully transitioning on-premise software to SaaS. OpSource staff members provided Sabrix best practice information on all the issues that are unique to delivering SaaS, including scalable infrastructure, multi-tenancy, security, application management, analytics, billing and even marketing. This expertise significantly shortened the amount of time required to bring Sabrix MTS to market.

Customer Profile

SABRIX

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Industry
Tax Management

OpSource Solution

- OpSource On-Demand
- Success-Based Pricing

Key Benefits

- Expert advice on unique issues of SaaS application creation and delivery
- Proven track record, reduced risk
- Upfront expenses well below "do it yourself"
- Scalability with predictable expenses
- 100% uptime service level agreement

You Build It. We Deliver It.

Complete Solution (continued)

"OpSource has a documented methodology that helped us make sure we did everything we needed for a timely and successful launch of our first on-demand service," said Rich Alessi, Director of Information Technology, Sabrix, Inc. *"This is a significant benefit for any company entering the SaaS world."*

OpSource delivers Sabrix MTS with OpSource On-Demand™, its comprehensive, award-winning Web application delivery platform. It includes the 100% uptime service level agreement Sabrix needs. This provides OpSource with a financial incentive to carefully monitor and maintain the infrastructure. OpSource On-Demand also provides quick expandability as Sabrix MTS grows.

"OpSource responds quickly to any incidents, resolves them and takes steps to prevent recurrence," Alessi said. *"To us, that's just as important as hitting the 100 percent uptime number."*

OpSource's Success-Based Pricing™ enables Sabrix to meet its business needs of low start-up costs and predictable expenses as its on-demand business grows. Rather than charging Sabrix by the number of servers or the amount of bandwidth its application uses, OpSource bases its fees on a transactional model that aligns with the way Sabrix prices Sabrix MTS. As a result, Sabrix's expenses are controlled and increase only as its revenue grows.

Why OpSource?

Only OpSource provides a complete Web application delivery solution, priced on-demand. OpSource's expertise is built from helping customers successfully make the transition from on-premise to on-demand applications. OpSource provided Sabrix with a "road map" complete with implementation milestones that made it easy for Sabrix to see what needed to be done and when. OpSource was able to help Sabrix bring Sabrix MTS to market quickly, launching in only 35 days. *"We could never have done that on our own,"* Alessi said. He added that OpSource's proven experience, comprehensive suite of services, reasonable prices and excellent customer references are what ultimately sold Sabrix on launching Sabrix MTS with OpSource.

About OpSource

OpSource™ delivers Web applications and software as a service for on-demand companies, with hundreds of applications, millions of users and billions of transactions supported daily. OpSource On-Demand, the leading platform for Web application delivery, is defining how Web-based software is delivered. By choosing OpSource as their Web application delivery partner, companies are freed from investing in and managing the complex and costly infrastructure and services necessary to deliver applications over the Web. They can instead focus their resources on developing, marketing and selling their applications and services. OpSource On-Demand is suitable for companies at any stage of growth, with any type of on-demand application. OpSource is the only company to offer Success-Based PricingSM, a unit-based pricing model that allows businesses to begin with a modest minimum commitment and scale expenses as revenues increase.

Headquartered in Santa Clara, CA, OpSource has Web application delivery centers in Virginia, London and Bangalore. For more information about OpSource, visit www.opsourcenet.com.



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