



Case Study

OpSource Helps Xactly Host Mission-Critical Sales Performance Management Applications

“Using OpSource On-Demand™ has saved head count, plus costs, and provided access to great thought leadership in how to design and deploy an on-demand infrastructure.”

Bill Sudlow
Senior vice president of engineering and SaaS operations
Xactly

Redefining Sales Compensation Management

Offering the market’s leading on-demand sales compensation solution, Xactly enables companies to easily and affordably design, implement, manage, audit and communicate sales compensation programs, helping them develop more effective plans, achieve better visibility and dramatically improve sales performance no matter how large or small their company may be.

Xactly Requirements

Xactly needed a partner that would let its small internal IT staff focus on Xactly’s market-leading technologies rather than spending time worrying about infrastructure stability and reliability. As Xactly’s business is rapidly growing, the company also needed a team that was able to offer continuous, on-the-fly thought leadership on how to best build a comprehensive Software-as-a-Service (SaaS) solution for its customers.

Xactly chose OpSource after reviewing five different players, because OpSource alone offered a team of experts who could cover all of Xactly needs—and even give them ideas on how to grow in the future.

“OpSource was the one vendor who showed a strong commitment to the SaaS business model, building additional products like OpSource Analytics™ for our overall solution,” Sudlow said. “We are now able to focus on our own products, leaving the operations of SaaS infrastructure to OpSource’s experts. We feel like we have an extended SaaS team in place who can handle—and anticipate—all of our business needs. At OpSource, they have an expert on hand for everything.”

Complete Solution

Xactly chose OpSource On-Demand™ to provide the infrastructure for its solutions because of OpSource On-Demand’s unmatched reliability, scalability, security and ROI.

“We went with OpSource On-Demand not only because it is the most scalable and secure solution out there, but because of the comprehensive nature of its offering,” Sudlow said. “OpSource is truly about Web operations, and the On-Demand platform is about far more than

Customer Profile



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Industry
Sales compensation management

OpSource Solution

- OpSource On-Demand
- OpSource Analytics

Key Benefits

- Provides comprehensive, turnkey Web operations solution that is growing with Xactly’s needs
- Allows Xactly to focus on core business, leaving SaaS issues to the OpSource experts
- Offers OpSource SaaS Escrow, a unique application/business guarantee, that gives Xactly and its customers peace of mind

managed hosting. Using OpSource On-Demand enables us to handle all of the application management, business services and compliance issues critical to our success.”

OpSource also partnered with Xactly to create its new OpSource SaaS Escrow offering, an application and business guarantee that enables Software-as-a-Service (SaaS) companies to ensure their customers that their applications will remain up and running even if the SaaS companies themselves should no longer be able to service them.

You Build It. We Deliver It.

“At Xactly, we believe it is critical for all of our customers to have robust disaster-recovery and business-continuity capabilities available to them at all times,” Sudlow commented. “A major reason why we chose to partner with OpSource was because OpSource alone offers the kind of peace of mind that having these back-up plans in place brings.”

Why OpSource?

After doing deep research in the SaaS space, Xactly found no other company came close to the comprehensive nature of OpSource’s offerings or the reliability of its service. As a rapidly growing company, Xactly felt secure that it could rely on OpSource to grow with them.

In addition, OpSource alone was able to ensure—and deliver—a smooth transition over to its platform, with no service interruptions for the Xactly team.

“In working with OpSource, we feel like we have gained an invaluable, extended SaaS team, saving us head count and time. We know that OpSource’s turnkey solution will grow with our business, and that our OpSource team will always be one step ahead of us in recognizing our SaaS needs,” Sudlow said. “This kind of true partnership has made all the difference for us, enabling us to focus on sales compensation management while OpSource redefines all that the on-demand hosting world can be.”

About OpSource

OpSource™ delivers Software-as-a-Service (SaaS) and Web applications for many companies, with hundreds of applications, millions of users and billions of transactions supported daily. OpSource On-Demand™, the leading Web operations solution, 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. Further, by using OpSource Connect™ companies can leverage Web services such as OpSource Billing CLM™, OpSource Analytics™ and OpSource End-User Support™ and integrate their applications with other SaaS applications over the Internet as well as with enterprise applications behind the corporate firewall. 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 Pricing, a 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.opsources.net.



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