

# On-Demand Checklist For Clinical & Regulatory

*Dirk Karsten Beth, president of [Mission3 \(www.mission3.com\)](http://www.mission3.com), has compiled the following checklist that may be useful in evaluating prospective suppliers with "on demand" or "software as a service (SaaS)" offerings to the pharmaceutical industry.*

- 1. Is the vendor life sciences aware? Exclusive to this industry?**
- 2. Is the provider operating in a validated data center with available validation documents? Is the provider willing to allow customers to access the data center for validation?**
- 3. Is the solution 100 percent web-based? Is anything besides a web-browser needed to access the application?**
- 4. Was the software originally designed to be delivered over the web? Can the end user administer the software (add users, security policies, etc.) on their own? Or has the software been forced to fit that approach?**
- 5. Is the company behind the software supporting the hosting? Is a service provider just fitting a product into a hosted model? Or is the provider simply trying to sell services?**
- 6. Was the security designed to be deployed on the Internet? Is it robust enough?**
- 7. Does the license agreement protect the customer or is it a rewritten enterprise software agreement?**
- 8. Is the term of the agreement truly adaptable to customer needs? It should be a buy-what-you-need model.**
- 9. Is the customer in charge of the users and security model? Does the license model restrict customers from adding outside contractors that may be necessary to complete a project?**
- 10. Can accounts be managed online? Can account options, payment options and billing information be changed on the web?**