

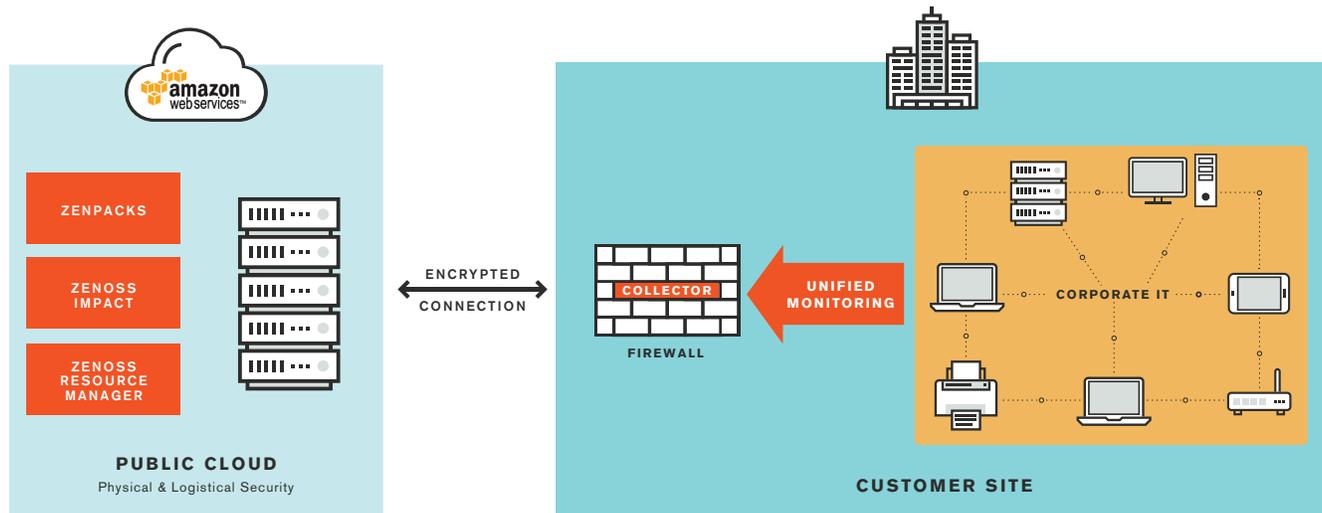
# ZaaS vs OnPrem

## Zenoss-as-a-Service or On-Premises monitoring, what's right for you?

In today's modern IT world, companies have many choices about where to host new business applications. Hosting applications in the cloud, whether private or public, is quickly becoming a prevalent alternative to traditional on-premises models. However, both on-premises and hosted ("as-a-service") solutions have their benefits, so companies should evaluate which option best fits the needs of their organization.

Zenoss as a Service (ZaaS) allows customers the option of a hosted monitoring solution built on Zenoss' industry proven Service Dynamics platform.

However, as a hosted service, ZaaS does limit some of the functionality and configuration options directly available within the platform, such as access to the Advanced Tab and CLI. These requests must be coordinated with the Zenoss ZaaS team.



As an example, let's look at two commonly asked questions about the Zenoss as a Service platform:

**Q:** Can customers use community ZenPacks on the ZaaS platform?

**A:** **Yes.** Zenoss will install community ZenPacks into a ZaaS implementation, however Zenoss does not provide support for these ZenPacks, and reserves the right to remove them if issues with core functionality occur.

**Q:** Can customers create custom ZenPacks on the ZaaS platform?

**A:** **No.** Customers cannot create their own ZenPacks within the ZaaS platform, however they can engage Zenoss Professional Services to have custom ZenPacks created via a separate Statement Of Work.

To help better understand which Zenoss monitoring solution is right for your IT environment, let's look at some of the key benefits of both the ZaaS and On-Premises solutions, and the types of customers who are typically best suited to each deployment type:

BENEFITS	IDEAL CUSTOMER PROFILES
<p><b>ZaaS</b></p> <ul style="list-style-type: none"> <li>▪ Zenoss handles deployment, back-up/restore, and patching</li> <li>▪ Zenoss handles on-going management and maintenance</li> <li>▪ Uptime SLA = 99.9%</li> <li>▪ Reduced customer staff and hardware requirement</li> <li>▪ AWS SOC2 security compliance</li> </ul>	<ul style="list-style-type: none"> <li>▪ 100% cloud-based environments</li> <li>▪ Limited/Constrained IT resources</li> <li>▪ Data centers in North America only</li> <li>▪ Looking to use out of the box functionality</li> </ul>
<p><b>On-Premises</b></p> <ul style="list-style-type: none"> <li>▪ Full internal system control and security</li> <li>▪ Data maintained on-site by customer</li> <li>▪ Customization of Service Dynamics and ZenPacks</li> <li>▪ Direct access to all administrative features of Service Dynamics</li> <li>▪ Direct CLI access to Service Dynamics for scripting</li> </ul>	<ul style="list-style-type: none"> <li>▪ Inability to leverage SaaS offerings due to specific corporate security requirements</li> <li>▪ Desire to highly customize Zenoss</li> <li>▪ Customers with data centers outside of North America</li> <li>▪ Customers who want to do ZenPack development</li> </ul>

For more information, visit <http://www.zenoss.com/solution/on-premise-vs-cloud>