

# On-Premise vs. Cloud-Based Software

What are the key differences between on-premise and cloud-based software?

We've done the research for you in this side-by-side comparison.

	Cloud-Based Software (SaaS)	On-Premise Software
<b>Security</b>	Data is encrypted (stored in a secure location on the cloud), making it more difficult for a hacker to access. If a device is ever compromised, data is easier to recover if stored on the cloud. Plus, encrypted data in the cloud can be accessed by authorized users on different devices.	Data is often stored on one or two computers, which allows the user to have complete ownership of their data. However, data stored solely on a device may be susceptible to hacks and breaches. If the device or computer crashes, it may be very costly (or impossible) to recover all the data stored on that device.
<b>Software Updates</b>	Software automatically updates to the latest technology with little or no effort from the user.	Regular updates to your system may be costly and could take time and effort to install.
<b>Accessibility</b>	With the cloud, employees in the office or the field can access data like customer history and <a href="#">tech schedules</a> at any time. Instant data syncing allows everyone to see the same information on their computer, <a href="#">tablet or phone</a> , resulting in increased efficiency and communication.	Most solutions are only accessible via computers at an office, so the office manager must communicate changes and new information to technicians manually. This often results in additional time spent communicating and troubleshooting.
<b>Scalability</b>	It's easy to add (or remove) accounts and tailor your software package to fit your company's growth and needs.	Since on-premise solutions are often only accessible in an office setting, adding personnel may require more communication from office management to the field.
<b>Internet Connectivity</b>	Software needs a reliable internet connection across devices to share information and sync with the cloud. However, many solutions have offline modes for when internet isn't available.	Solution may not require internet to complete day-to-day operations, allowing for flexibility if a connection is unavailable.
<b>IT Support</b>	The cloud software's support team can quickly access the backend to solve any glitch or issue that may arise. Also, because the software is regularly and automatically updated, IT support can easily find the problem within the program.	Some on-premise support teams may not be able to access software through the backend, as it cannot be accessed via the cloud. This may take longer and require more effort to resolve any technical issue. If the support team can access the software, it may take longer for them to resolve an issue, since the software is not as frequently updated.
<b>Documentation and Organization</b>	<a href="#">Go paperless</a> by entering documents into the software, which stores them in the cloud. No more customer files, <a href="#">invoices and service agreements</a> laying around or filling file cabinets – you can stay more organized while using less paper.	Some on-premise software cannot store documents of different file types. The solutions that allow you to store documents may not include a capability to back them up in a secure, encrypted manner. If storing documents within an on-premise software, the business should also set up an additional data back-up location.