

Method Advanced Logistics: Should We Change Our SaaS?

After reading the case study and researching the possible solutions for Method through either creating a hybrid system, developing an in-house application, or replace their current SaaS with a new one, I believe that the best options based on their current circumstances, would be to create a hybrid system, which would allow the company to begin to succeed at the problems which they are currently facing. By using the current SaaS application, VONZU, Method was facing many issues with customer complaints, as they couldn't add all the delivery information for warehousing and delivery drivers to use which caused major delays and delivery issues. Another issue with their current SaaS was that the team which ran the software was unable to keep the speed that Method needing to run their company and was taking up to two weeks to adapt to new data files from their customers and integrate them into the application, leading to further issues, as well as wasting a large amount of time and financial liability with each integration. By integrating a hybrid system within Method, it would fix many of these issues that they are currently facing by adding a system that regulating data files to send to VONZU, creating a quicker and easier turnaround time. One benefit of using a hybrid system would be the agility of the system, allowing Method to quickly change the agility of the in-house software, as well as adapting the scalability of the program to change based off business goals. For example, IBM provides many reasons as to why a hybrid method is the superior method for this scenario, as the article states, "Hybrid cloud also provides the agility to scale resources up or down quickly (both automatically and inexpensively) in response to unexpected traffic spikes." (ibm.com) This allows Method specifically to quickly change the ability of their delivery services without sacrificing program quality and customer interaction, still allowing the company to change customer data files quickly based on current traffic as well as providing a temporary inexpensive response to issues within the company, something that they were also struggling with as they were currently assuming the costs of customer integration, not causing a larger financial burden on the company, while also keeping the customers satisfied, something that I believe that an in-house and new SaaS would struggle with, as they don't really evolve the integration system and stay low cost with scalability.

A second reason why I believe that a hybrid system would be an incredibly beneficial for the future of Method's delivery program would be the adaptability that a hybrid system provides, especially for a sector that has so many compliance and regulatory requirements. The delivery sector has countless laws permitting to local delivery operations such as urban restrictions and licensing and permit requirements that is

consistently changed on all levels, and because of that, Method needs to continually adapt to new regulations and limits on their company, especially since they work with very large companies such as Amazon. A hybrid system will let them do this and excel at complying with these changes in regulations as hybrid systems helps businesses comply with different regulations internationally, “allowing them to decide how data is replicated and encrypted and where it needs to be stored.” (ibm.com) The hybrid system would allow them to easily change many of the issues that companies face with regulations and can allow them to easily change the issues that they were previously having with turnaround time with VONZU. This would also allow them to easily expand the scope of their company as it would make it easier to adapt to different country regulations. By housing an in house software, while it would still allow for them to adapt to different regulations, it would be very hard to adapt to international and municipal regulations at the same time, where just changing the SaaS would also not be as effective as a hybrid model since it can do everything the other options have as benefits plus more intractability and adaptability.

The final reason why I believe that a hybrid system would be the best decision for Method’s future would be the benefits of a hybrid system pertaining to optimal costs for the company. In the case study, they described cost being a big issue, as they already committing paying for company integration with their customers even if they left. A hybrid system allows for business to, “optimize spending and lower costs, such as lowering capital expenditures tied to acquiring, upgrading and maintaining physical hardware or expanding the buildout of data centers.” (ibm.com) If they ever want to expand their mission to include more customers while also allowing a greater customer interactability, the hybrid method would be superior to changing SaaS and having an in-house system, as it would allow them to simultaneously lower costs, while allowing them to consider upgrading their company easily, as the hybrid system would not take many changes to adjust to a growing company.

Overall, the hybrid method would be superior as it would be able to solve all the issues of cost management, user interaction, as well as allowing the company to continue growing, allowing for a possible international expansion, as the hybrid system would allow them to easily adapt to new federal and international regulations, something that a delivery company needs to be able to adapt to.

Citations:

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