

Faster time to benefit
Small up-front investment
Fully adaptable to your business processes
Faster innovation
Sell anywhere, anytime
Worry-free usage and pain-free updates
Scales to your needs

Tacton CPQ SaaS

Free yourself from complex software and hardware management

Tacton CPQ SaaS is an online subscription service delivering the functionality of Tacton CPQ.

SOFTWARE AS A SERVICE (SAAS)

Software as a service (SaaS) is a way of delivering centrally hosted applications over the Internet - as a service. Tacton CPQ SaaS runs on infrastructure managed by Tacton where you simply access the solution via the Internet through your web browser.

Because Tacton manages all the applications and the complete cloud infrastructure, including security, availability, and performance, you are freed from all the software and hardware management that normally comes with hosting a business system.

ADVANTAGES OF TACTON CPQ SAAS

Lower cost of entry. Fast time to benefit

With Tacton CPQ SaaS, you pay for what you need, without having to buy hardware to host your new applications. Instead of provisioning internal resources to install the software, the application is already installed and ready-to-use right away. This cuts your time to benefit from months to weeks. In some cases, just days.

Quicker innovation. Pain-free updates

Tacton CPQ SaaS is a multi-tenant solution where customers (tenants) share common, centrally maintained infrastructure and code base. This allows Tacton to innovate more quickly with new and updated functionality automatically available to your users.

With Tacton CPQ SaaS you can stop worrying about patches, upgrades and other non-value-adding activities. While the CPQ application is shared, each customer's data is completely isolated and invisible to other tenants.

Easily adaptable to your business processes

With Tacton CPQ SaaS you are free to configure your own business processes and data governance to match your exact needs. You can adjust workflows, organisational structures, user roles and permissions. It's even possible to create additional data objects and attributes if needed. No coding is required to change your application configuration. Everything is done directly from the intuitive Tacton CPQ Administration module.

Work anywhere, anytime

With the software hosted in the cloud and accessible over the internet, users can have access via mobile devices and laptops as long as they have a working internet connection. This includes the ability to check a customer's status prior to a sales call, as well as having access to real-time data and real-time configuration and quoting capabilities.

For sales reps, being able to access the software and data while in conversation with the customer is a game changer.

Worry free usage - automatically scaled to your needs

Tacton CPQ SaaS resides in a scalable cloud environment. You don't have to worry about servers or software installations. The load on the system is carefully monitored and balanced at all times to provide full and uninterrupted service.

DELIVERY

The following is included in Tacton CPQ SaaS:

- Access and use of Tacton CPQ
- Your own configuration of the Tacton CPQ
- Continuous updates and upgrades of Tacton CPQ and infrastructure
- Access to Tacton's customer support
- Access to 2 end-user and 1 administration environments
- Access to 1 end-user and 1 administration environments for testing new Tacton CPQ releases

UPDATES

- Major new releases in February, June and October
- Updates, performance improvements and corrections released weekly
- Data compatibility is guaranteed following updates
- Documentation about new functionality is available through Tacton Knowledge Base.

AVAILABILITY

- Tacton uses the Immutable infrastructure concept for the Tacton CPQ SaaS' infrastructure, therefore all the critical information is stored on highly available repositories for use by dynamically created servers
- Tacton also employs a Blue/Green deployment model with minimal downtime between upgrades. Blue/green deployment is a change management strategy for releasing software code. It requires two identical hardware environments that are configured exactly the same way. While one environment is active and serving end users, the other environment remains idle.
- Tacton CPQ SaaS uses databases with mirroring in duplicate data centers and continuous transaction log backup with daily snapshots that are saved for 30 days
- Tacton CPQ SaaS runs on ISO/IEC 27001 certified hosting services with full redundancy
- Accessible and monitored 24/7 with 99.9% uptime

Conditions of availability of Tacton CPQ SaaS:

- Availability per calendar month is measured according to the Service License Agreement (SLA)
- Defined service windows where Tacton is permitted to take down the system as defined in the SLA
- Users are notified online ahead of planned downtime

SECURITY

Tacton CPQ SaaS is developed with security in focus:

- Resources located on an isolated network with a limited number of access ports.
- Uses TLS 1.2 to secure web browser communication
- Full redundancy of systems with multiple data centers
- Automated snapshots and transaction log backups
- Third party security penetration testing
- Adherence to OWASP recommendations

Accessing Tacton CPQ SaaS

- User authentication required to log in
- Administrator and common user duties separated
- All administrator activities are logged
- Users are set up with roles, defined to have access to defined business layers with permissions to read or modify data

Accessing Servers and SaaS environment:

- Only qualified and trained member of the support team can access SaaS solution environments
- Access to the infrastructure is controlled with security keys for servers as well as multi-factor authentication methods for access to accounts
- Operations and maintenance processes are automated for repeatable procedures and our trained staff just control and monitor the steps and its results

MONITORING AND SCALING

- Metrics are collected and stored for analysis of the infrastructure and the application
- In case of deviation in metrics alarms are generated and support team is notified for further investigation
- Tacton uses automatically triggered actions for e.g. scaling, backup and log retrieval

PRIVACY

- Tacton supports our customer's compliance with EU/EEA data privacy legislation
- All data processed in EU, unless otherwise requested
- The customer is responsible for the processing of personal data and shall ensure that the processing is performed in accordance with applicable legislation
- All data is owned by the customer, and Tacton is to be seen as data processor
- If an account is terminated, Tacton will irrevocably delete any remaining data. Tacton may provide all customer data prior to deletion

Tacton's manufacturing software solutions connect customer with product and factory for smarter business. By putting customers at the heart of the process, we focus on their needs, enabling better sales and more efficient operations. Drawing upon 20 years of AI research, our constraints-based configurator goes beyond CPQ, transforming the way you do business - letting your customers build relationships with their clients, not just products. With global manufacturing expertise, we work with partners such as ABB, Bosch, Caterpillar Propulsion, Daimler, MAN, Mitsubishi, Siemens, Toshiba and Yaskawa. Tacton is co-headquartered in Stockholm and Chicago with additional offices in Karlsruhe, Germany, Warsaw and Tokyo.