

SAAS Services: A Customer's Checklist



<input type="checkbox"/>	A comprehensive agreement for access to and use of the Services (not just a license to use the software).
<input type="checkbox"/>	Definitions for "Authorized User," "Customer Data," "Provider IP," and "Services."
<input type="checkbox"/>	Confidentiality terms covering confidential IP and other sensitive or proprietary info, including Customer Data.
<input type="checkbox"/>	Ownership and use restrictions related to Customer Data.
<input type="checkbox"/>	Privacy and security provisions, if personal data is included within the Customer Data.
<input type="checkbox"/>	Terms specifying the Fees, payment requirements, invoicing, and renewal fee notification, process, and/or cap.
<input type="checkbox"/>	Reps and Warranties about the Services.
<input type="checkbox"/>	Reps and Warranties about privacy and data security.
<input type="checkbox"/>	Clear Term and Termination provisions, including those addressing the return and deletion of Customer Data.
<input type="checkbox"/>	A service level agreement that addresses performance issues and provides credits for unplanned downtime.
<input type="checkbox"/>	Train your procurement team to recognize outdated agreements covering licensed software. See link below: https://hoschmorris.com/privacy-plus-news/saas-services-vs-licensed-software

Hosch & Morris, PLLC

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