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Adopting a combination of Scrum and Waterfall methodologies in developing Tailor-made SaaS products for Thai Service and manufacturing SMEs

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Software as a Service (SaaS) is a concept for delivering software applications, the service runs on cloud and provides benefits to small and medium enterprise (SMEs), offering the advantage of 7 day 24 hour access ability and is truly ubiquitous. This case study examines the implementation of combining Scrum and Waterfall approaches to develop a set of Tailor-made Software as a Service to assist SMEs in the east of Thailand and to manage their business processes. The Waterfall model emphasizes early stage planning and identifies design flaws before they develop. The Scrum process encourages business stakeholders and developers to work together to align the product with customer needs and company goals. The implementation of these models has significant benefits which include: increased user and customer satisfaction IT services; financial savings and less time consuming and better alignment, based on the business focus.

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