SaaS platform template

Executive summary / goal: to permit WikiSuite to be used as a template for a SaaS offering. This is not just vanilla WikiSuite. Typically, a highly customized experience with domain-specific configuration / workflow and advice. Ex: ISO 9000 management platform. Typically with end user billing. x$ per month per user per service. This will be combined with WikiSuite Orchestrator

Status: planning stage

Overview:

- SaaS platform template
  - One part customer management (similar for all SaaS apps)
  - One part the actual differentiated service
    - Can be one Tiki instance per customer (more related to intranets. Easier to spin off, better security, easier to customize)
      - And if there are diverse distinct services offered, they could also be furthermore split into different Tikis
    - Can be a common platform for all (more relevant to social networking). Tiki is missing some features for this: https://dev.tiki.org/Multi-sided-platform

Initial use case: start-ups in business incubators. Why? Many new web businesses have very similar infrastructure needs, and invest way too much time and money on them. Instead, they should re-use this platform, and focus on their market differentiator, marketing, financial viability and community management. For the incubator, this increases odds of success, and even if the startup fails, the technology is FLOSS and is available to other projects.

Tiki Trackers

The general idea is that when a feature is generic like wiki, forums, chat, videoconference or blogs: it's a feature with options from the relevant Software Components. But when it's an app/tool with a lot of variance (CRM, project management, HR management, course scheduling, etc.), we use https://tikitrackers.org/, which is designed to build database web apps. And Tiki profiles can be used to share / develop / deploy advanced configuration profiles. The tracker GUI interface permits power users and domain experts (if given permission) to tailor the app to their needs, without needing developers .

Tiki code modifications

- Master Tiki for account and billing and access to slave Tiki
- Each customer's data in own slave Tiki instance
- Advanced configs of trackers that are on master are replicated on the slaves
  - Data lives on slaves, and configs are taken from master (need migration scripts of certain changes)
  - Subscribe to extra packages and special trackers and wiki pages appear.
  - The override is like system configuration but goes way beyond prefs
  - Perhaps we need a new concept? system trackers and system wiki pages
- Federated Search can be used to aggregate data (ex.: compare my company to the average)
- See also: https://dev.tiki.org/Federation

WikiSuite: The most comprehensive and integrated Open Source enterprise solution.

Related: Tiki as a Marketplace / multi-sided platform (another planned project)

Related links

- https://tiki.org/FLOSS-SaaS