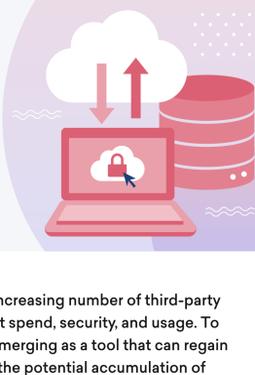


SaaS Management



SaaS sprawl can be an issue for organizations as the increasing number of third-party apps used may leave IT departments in the dark about spending, security, and usage. To tackle this, SaaS management platforms (SMPs) are emerging as a tool that can regain centralized control. After a year of remote teams and the potential accumulation of SaaS tools, how are tech leaders managing SaaS within their organization?

In this One-Minute White Paper, Pulse surveyed 157 tech leaders to understand:

- The state of their SaaS partnerships and budget
- Whether they use an SMP to oversee SaaS data
- Their top concerns with SaaS sprawl

Data collected from Mar. 2 - Mar. 29, 2021

Total respondents: 157 tech leaders

SAAS PARTNERSHIPS ON THE RISE

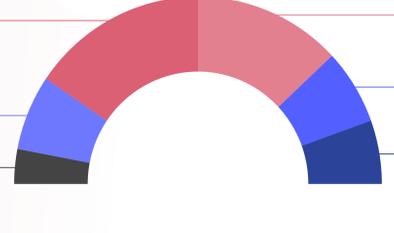
Overall, 81% of tech leaders have seen their number of SaaS partners increase over the past 12 months, with most (35%) citing an 11-20% increase in partnerships.

How has the number of SaaS vendors your team partners with changed compared to 12 months ago?



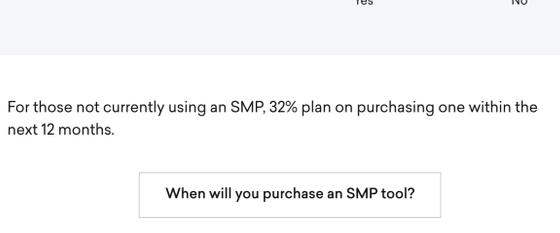
The majority of tech leaders (52%) report using 1-20 SaaS apps in their organization, though 14% report using over 100 SaaS apps.

In your best estimate, how many different SaaS applications does your organization currently use?



SaaS partnerships account for 6-10% of budgets for most decision makers (31%), with 11% reporting that such partnerships account for more than 20% of their budget.

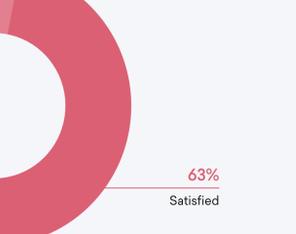
How much of your budget is taken up by SaaS partnerships?



LEADERS THAT USE SMPS ARE MORE SATISFIED WITH THE STATE OF THEIR SAAS-TRACKING PROCESSES

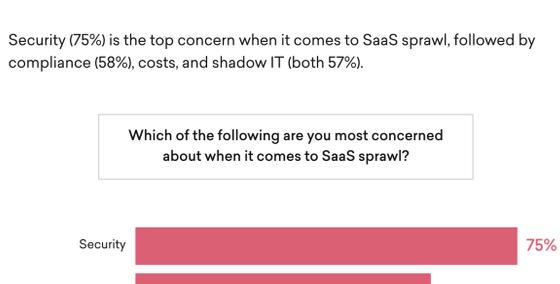
17% of decision makers are currently using an SMP.

Do you use any kind of SMP?



For those not currently using an SMP, 32% plan on purchasing one within the next 12 months.

When will you purchase an SMP tool?



More than a third (34%) of decision makers overall are unsatisfied with their current SaaS app data tracking processes.

How satisfied are you with your current SaaS application data tracking process?



However, of those who use an SMP, 92% are satisfied with their data tracking process (n = 27), compared to the 61% who don't use a third party SMP (n = 130).

SECURITY TOP-OF-MIND AS SAAS SPRAWL INCREASES ATTACK SURFACE AREA

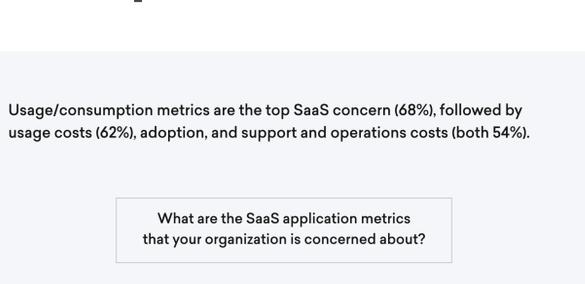
Security (75%) is the top concern when it comes to SaaS sprawl, followed by compliance (58%), costs, and shadow IT (both 57%).

Which of the following are you most concerned about when it comes to SaaS sprawl?



Increased attack surface is the top security concern with SaaS sprawl (59%), followed by data leakage due to employees sharing information outside the organization and related disclosure of security issues from vendors (both 58%).

What are your main security concerns with SaaS sprawl?



LEADERS WANT SMPS TO OFFER VISIBILITY AND ACCESS CONTROLS TO DEAL WITH UNUSED SUBSCRIPTIONS AND COSTS

Identifying unused subscriptions (49%), least privilege access (49%), and visibility (49%) formed a three-way tie as the most desirable features leaders want to see SMPs offer.

What features are most desirable in an SMP?



Usage/consumption metrics are the top SaaS concern (68%), followed by usage costs (62%), adoption, and support and operations costs (both 54%).

What are the SaaS application metrics that your organization is concerned about?



ABOUT PULSE

Pulse is a social research platform trusted by technology leaders around the world. These executives rely on the community to make connections, share knowledge, get advice, and stay on top of current trends in the technology space. The questions, polls, and surveys posted in the platform are curated in Pulse's One-Minute White Paper reports, which reflect what IT leaders care about right now—and in the rapidly evolving world of software, real-time data and insights is what matters most.

Learn more about Pulse at www.pulse.gq or reach out to hello@pulse.gq.

RESPONDENT BREAKDOWN

REGION

TITLE

COMPANY SIZE

