

State of SaaS Management 2021

How IT Leaders at Top Companies Manage their SaaS Stack

Businesses turn to third-party SaaS solutions and applications to outsource a number of processes, from email to workflow automation. However, organizations may lack centralized oversight of their SaaS tools, which can result in redundancies and unused subscriptions. Various departments, teams or even individuals pick their own tools at the company's expense; a situation known as SaaS sprawl. SaaS sprawl may coincide with "shadow IT" as software is often adopted without IT's oversight, which leads to unseen costs and unknown security vulnerabilities. To tackle this, SaaS management platforms (SMPs) are emerging as a tool to regain centralized control of SaaS sprawl. After a year of remote teams and the potential proliferation of new SaaS tools, how are tech leaders managing SaaS in their organization?

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

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

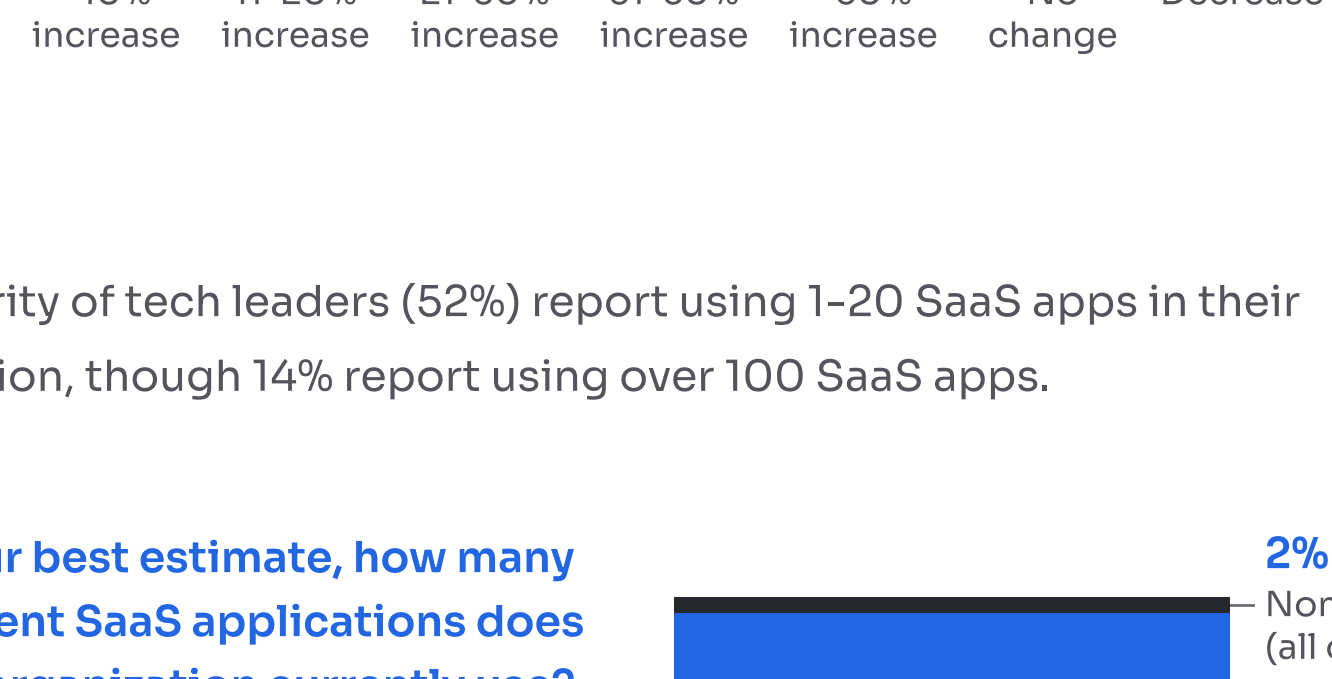
Data collected from Mar. 2 - Mar. 29, 2021

Total respondents: 157 tech leaders

SaaS solutions and applications on the rise

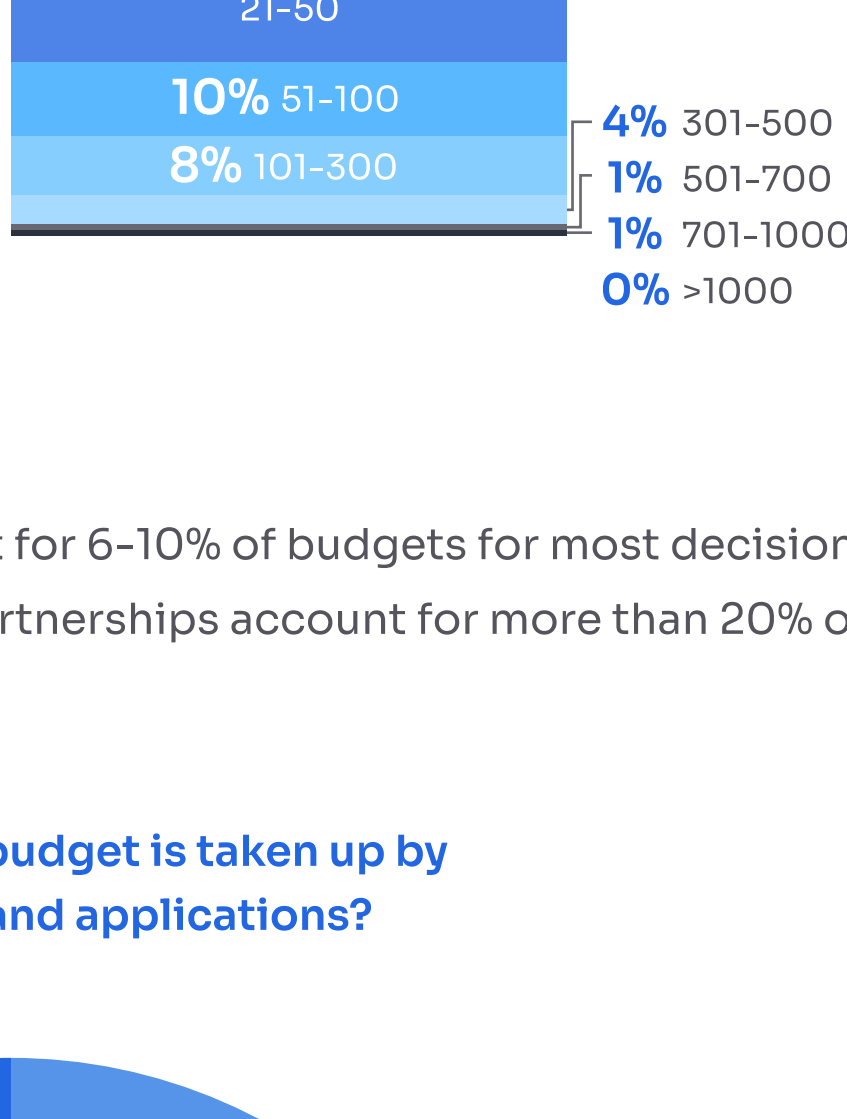
Overall, 81% of tech leaders have seen their number of SaaS partners increase over the past 12 months, with most citing an 11-20% increase in partnerships (35%).

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



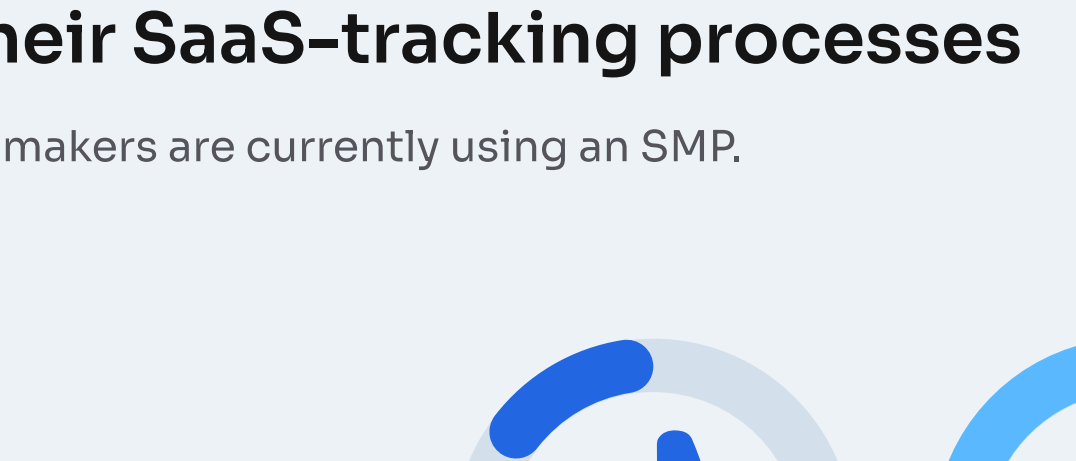
The majority of tech leaders (52%) report using 1-20 SaaS apps in their organization, though 14% report using over 100 SaaS apps.

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



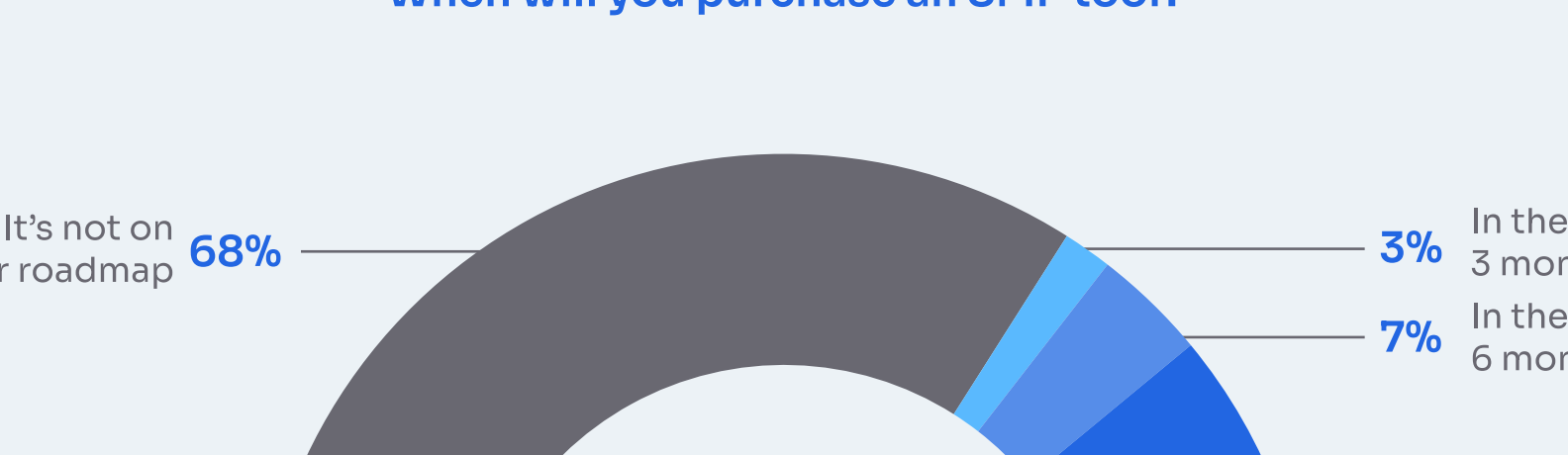
SaaS solutions and applications account for 6-10% of budgets for most decision makers (31%), with 11% reporting such partnerships account for more than 20% of their budget.

How much of your budget is taken up by SaaS solutions and applications?



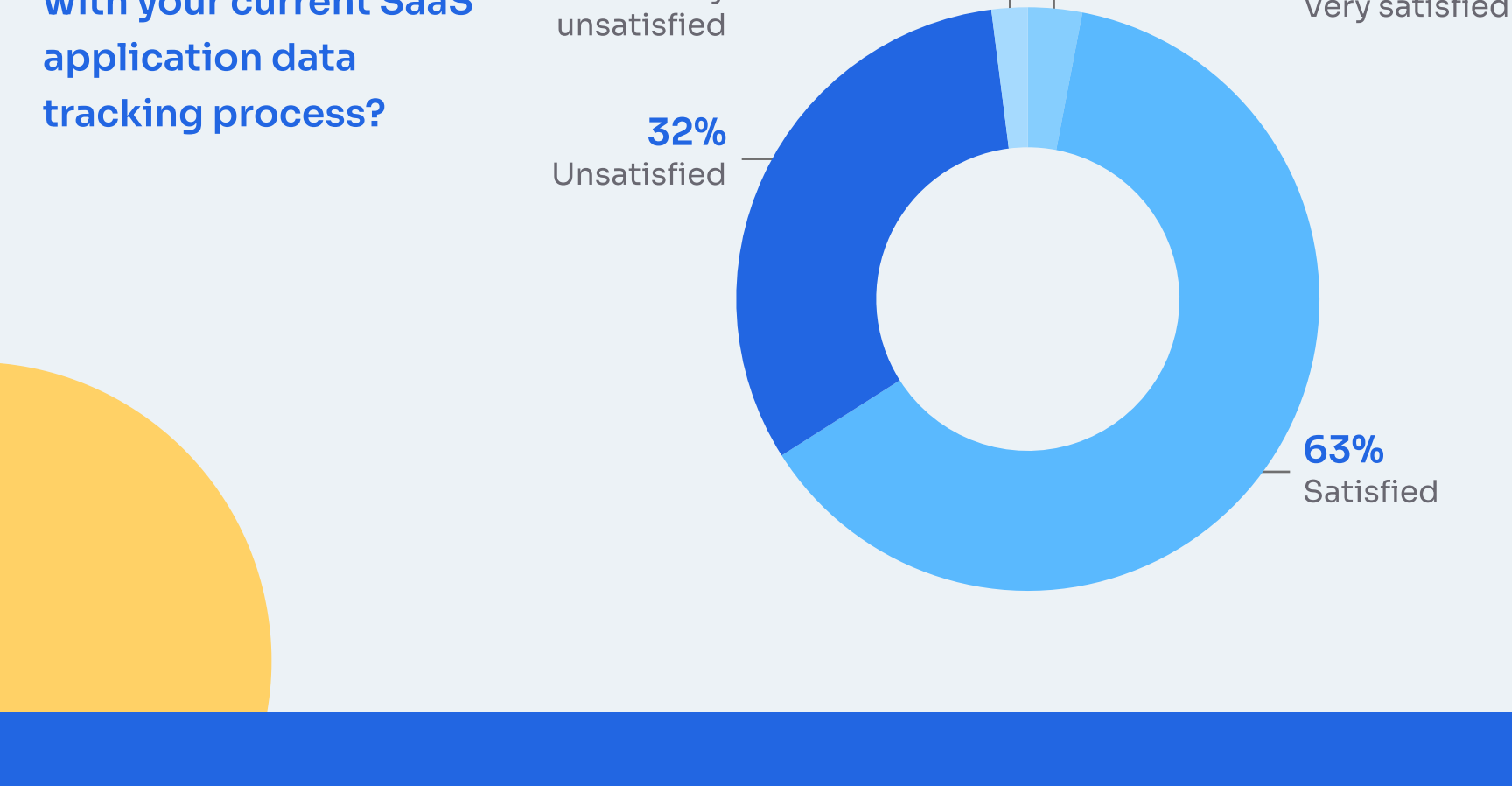
Leaders that use SMPs are more satisfied with the state of their SaaS-tracking processes

17% of decision makers are currently using an SMP.



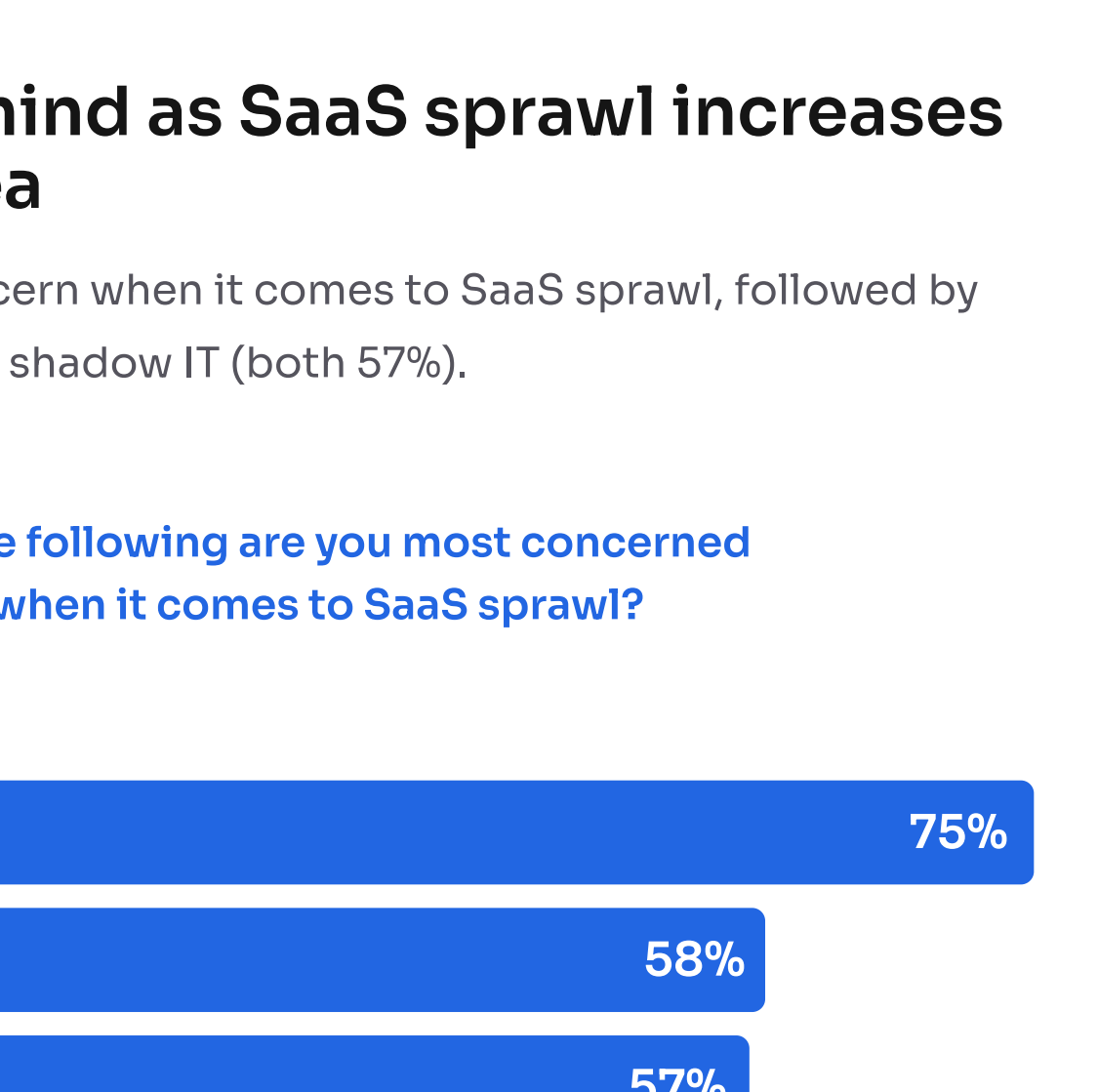
For those not currently using an SMP, 32% plan on purchasing one within the next 12 months.

When will you purchase an SMP tool?



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

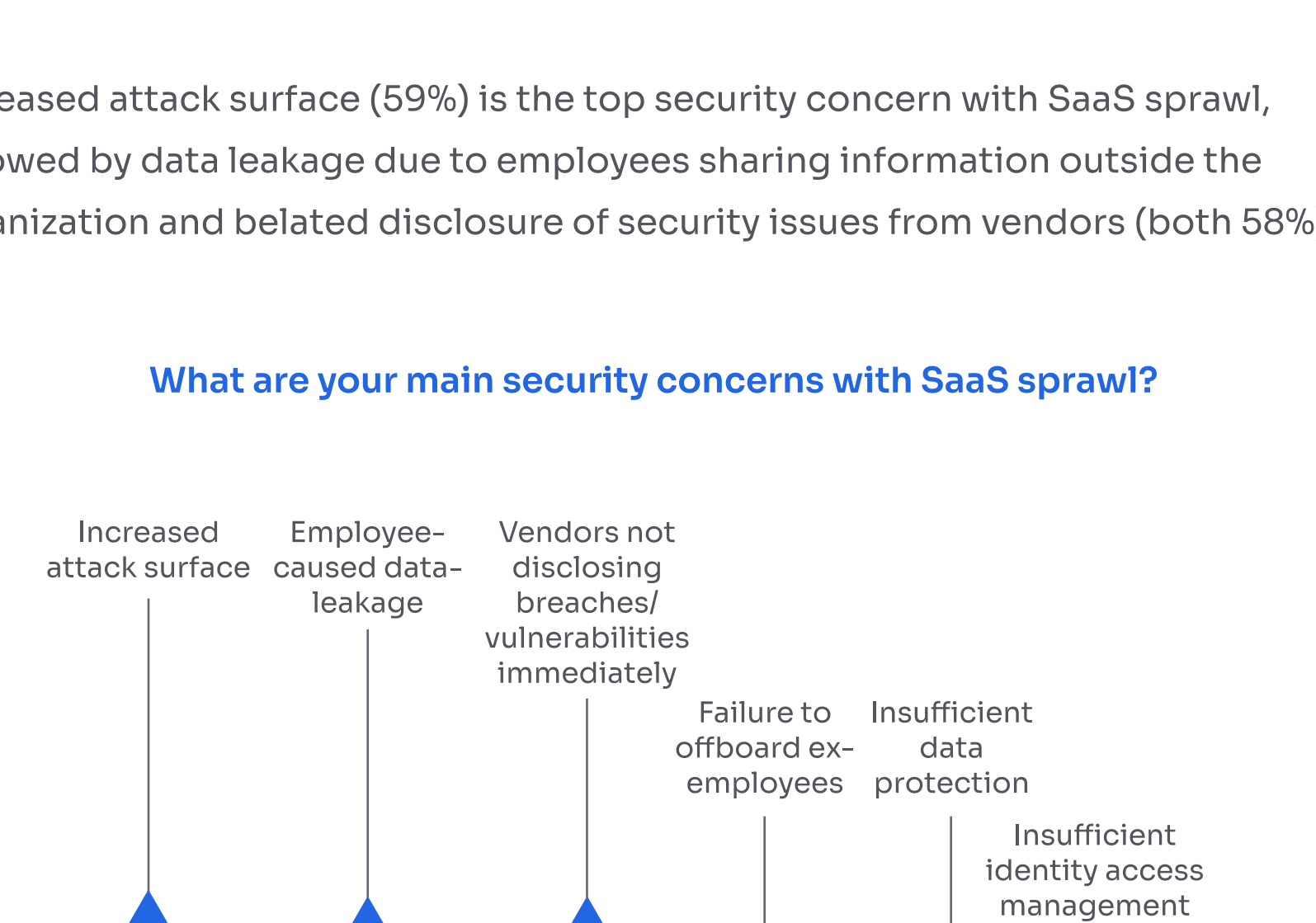
How satisfied are you with your current SaaS application data tracking process?



Security top-of-mind as SaaS sprawl increases attack surface area

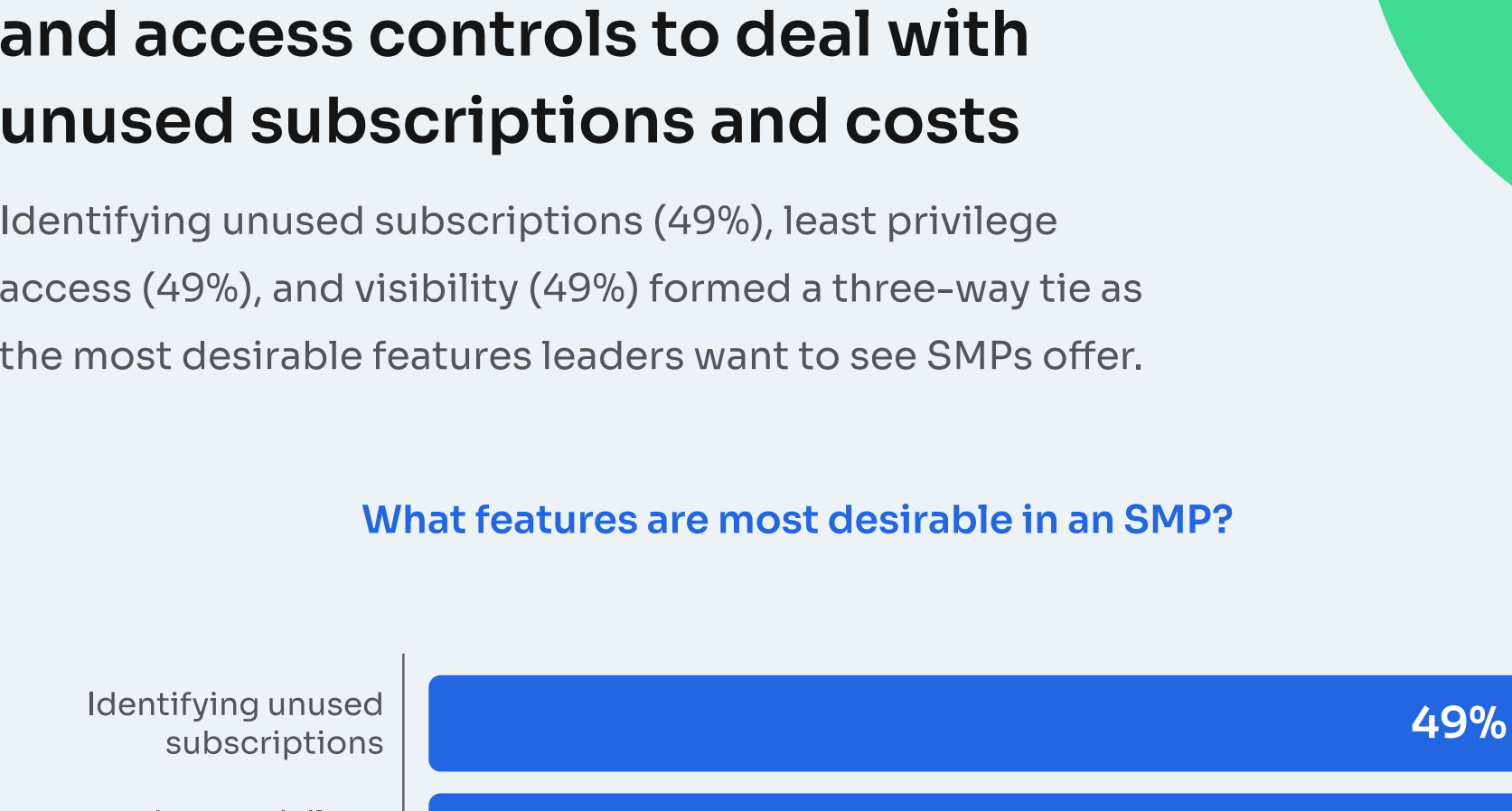
Security (75%) is the top concern when it comes to SaaS sprawl, followed by compliance (58%), costs, and shadow IT (both 57%).

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



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

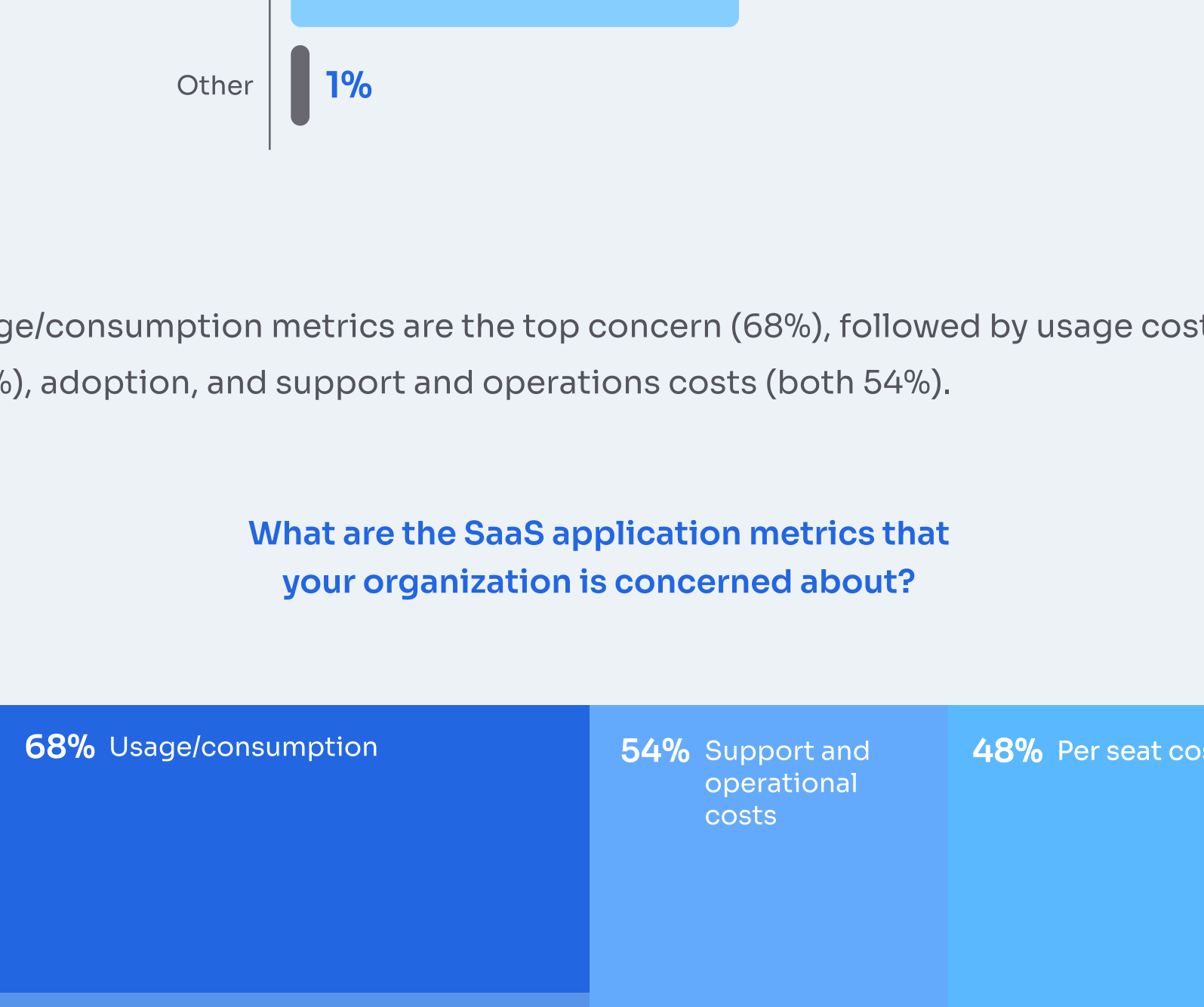
What are your main security concerns with SaaS sprawl?



Leaders want SMPs to offer visibility and access controls to deal with unused subscriptions and costs

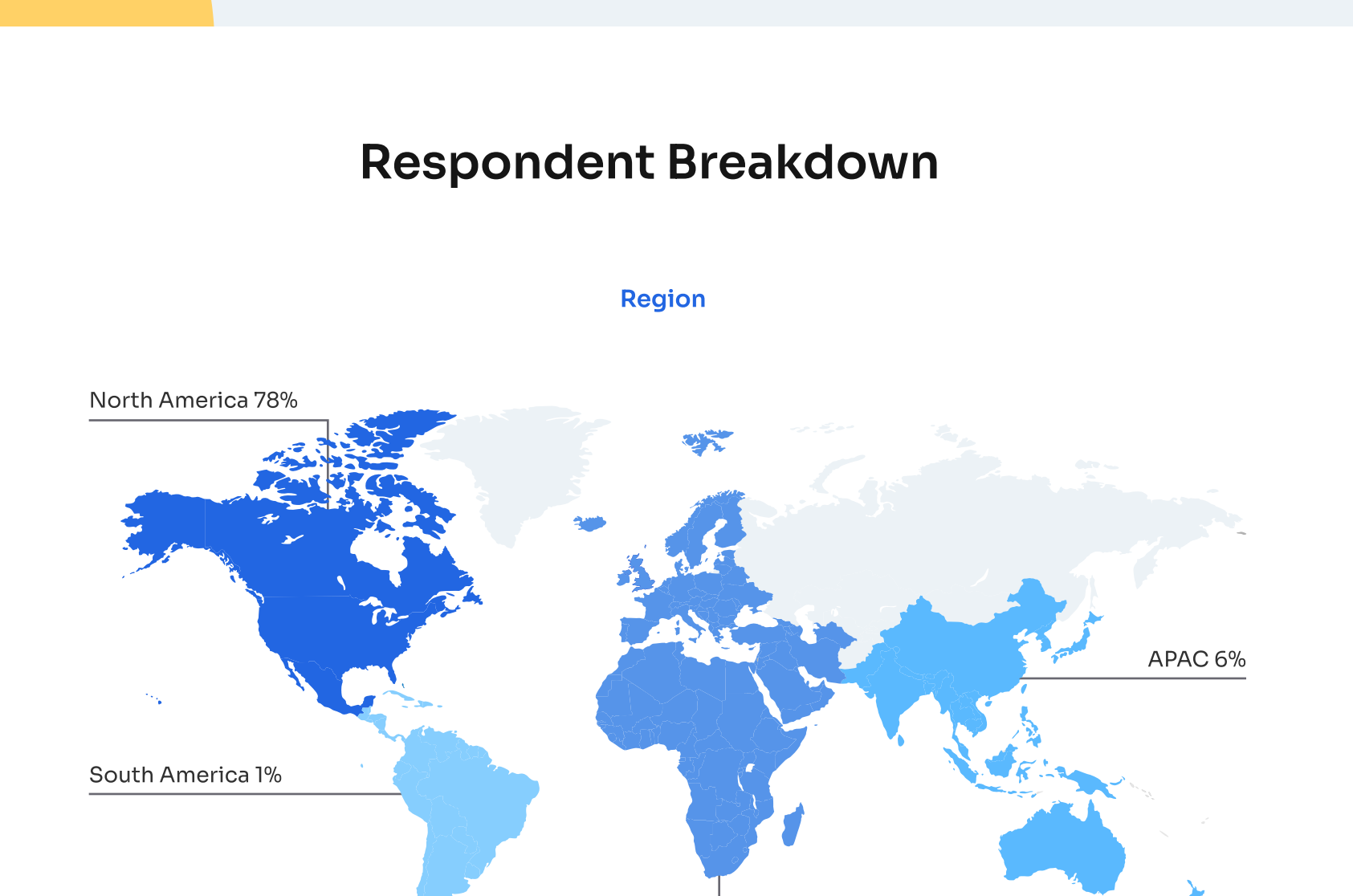
Identifying unused subscriptions (49%), least privilege access (49%), and visibility (49%) formed a three-way tie as the most desirable features leaders want to see SMPs offer.

What features are most desirable in an SMP?



Usage/consumption metrics are the top 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?



Respondent Breakdown

