



Research Report:

SaaS Application Management

-by Pulse Q&A

A graphic illustration at the bottom of the page. It features a large, light blue cloud shape on the left containing the word "SaaS" in a bold, blue, sans-serif font. To the right of the cloud, several icons representing different devices and server infrastructure are connected by thin black lines. These icons include a smartphone, a desktop monitor, a tablet, a laptop, and a server rack. The background behind these icons is a light blue circular shape that overlaps with the main cloud graphic.

SaaS

Survey Methodology

All research participants verified by Pulse Q&A's online IT executive community. Results based on surveying over **100** senior IT executives at companies with **over 5,000 employees**, in **20 industries**, and primarily in **North America**.



> 100 SENIOR IT EXECUTIVES

20 INDUSTRIES

> 5,000 EMPLOYEES PER COMPANY



Executive Summary

Based on a survey of over 100 senior IT executives at companies with over 5,000 employees, while SaaS application management is a clear business priority, limited automated tools and real-time metrics are currently in use.

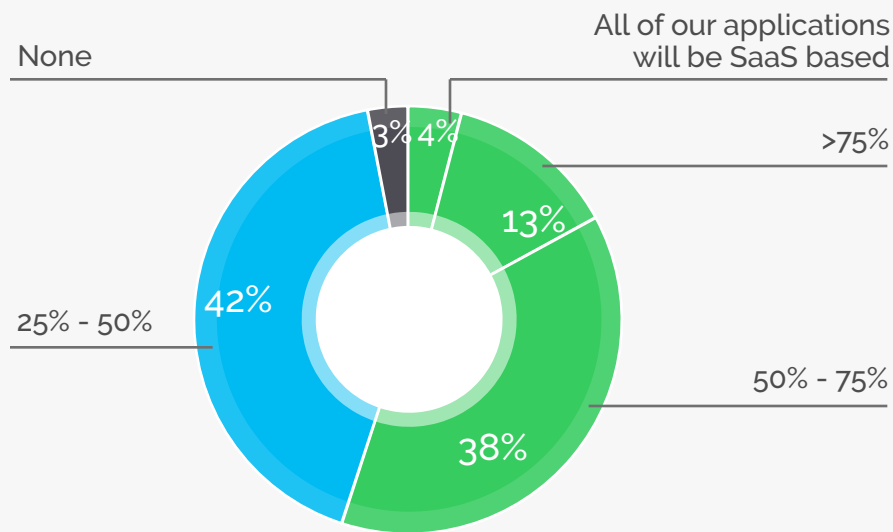
Key research findings include:

- 55% of IT executives believe the majority of their applications will be SaaS based by 2020.
- Only 45% of IT executives are confident they know how many SaaS applications are in use at their companies.
- 97% of IT executives see managing SaaS applications as a business priority.
- 56% of IT executives still rely on internal tools and manual spreadsheets to manage their SaaS applications.
- Only 41% of IT teams are able to address SaaS application management beyond basic license tracking.
- Only 31% of IT teams have real-time metrics for key areas of SaaS application management.
- IT executives identified 3 major SaaS platforms as being ripe for application rightsizing at their companies.

Survey Responses

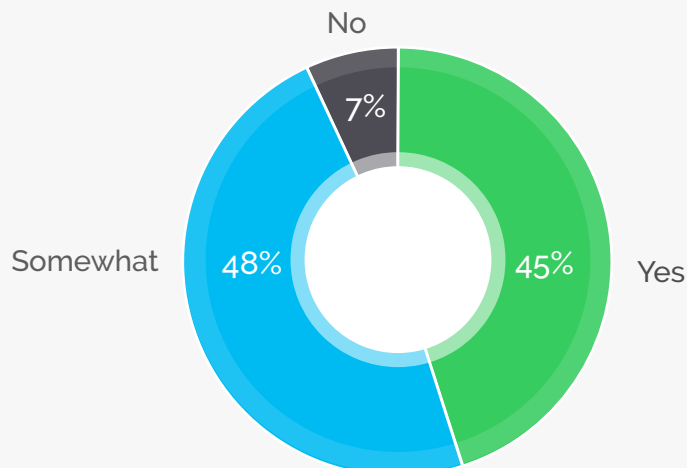
1. How many of your company's applications will be SaaS based by the end of 2020? (Select one)

55% of IT executives believe the majority of their applications will be SaaS based by 2020.



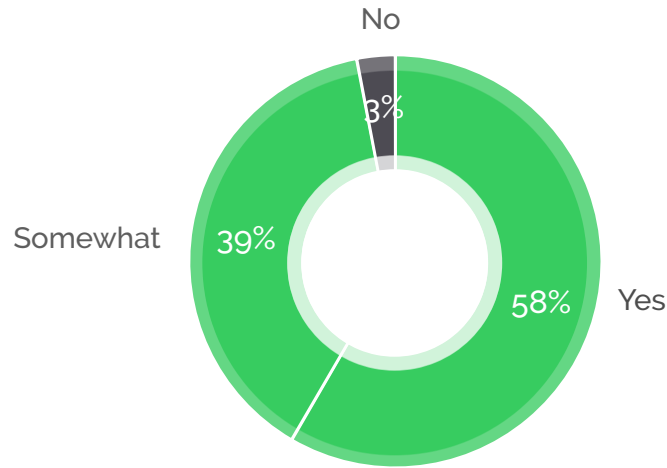
2. Do you believe your team has full visibility into the number of SaaS applications used across the company? (Select one)

Only 45% of IT executives are confident they know how many SaaS applications are in use at their companies.



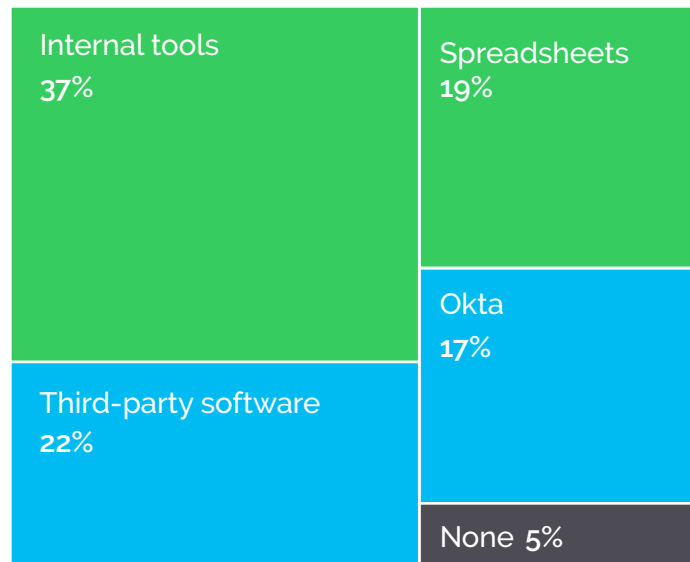
3. Do you believe that managing the cost and usage of SaaS applications is a business priority for your company? (Select one)

97% of IT executives see managing SaaS applications as a business priority.



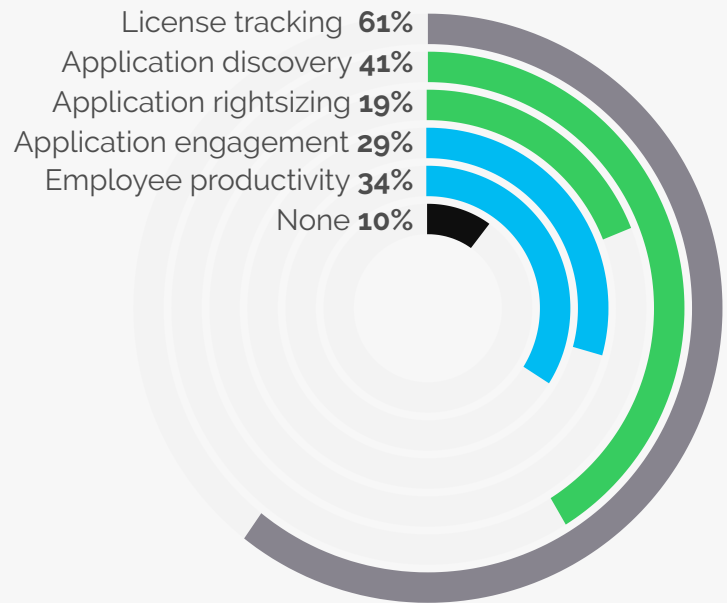
4. Which of the following software tools do you use to manage and optimize your SaaS applications? (Select all that apply)

56% of IT executives still rely on internal tools and manual spreadsheets to manage their SaaS applications.



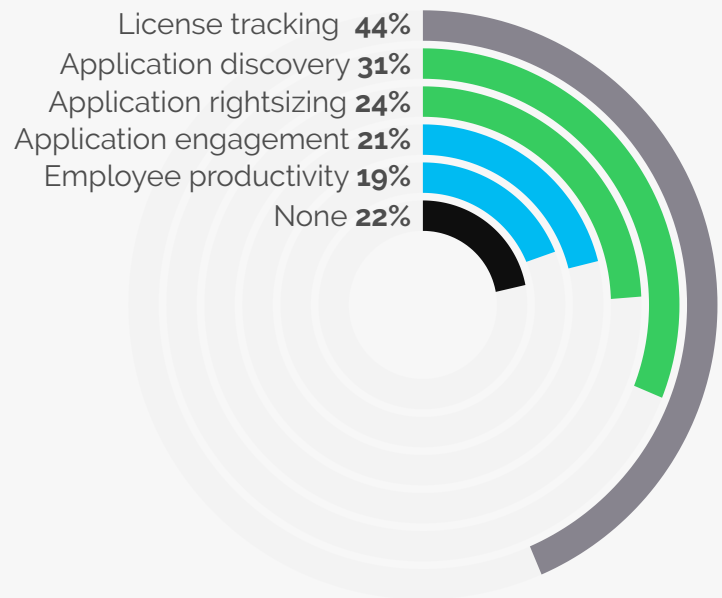
5. What aspects of SaaS application management is your IT team currently able to address? (Select all that apply)

Only 41% of IT teams are able to address SaaS application management beyond basic license tracking.



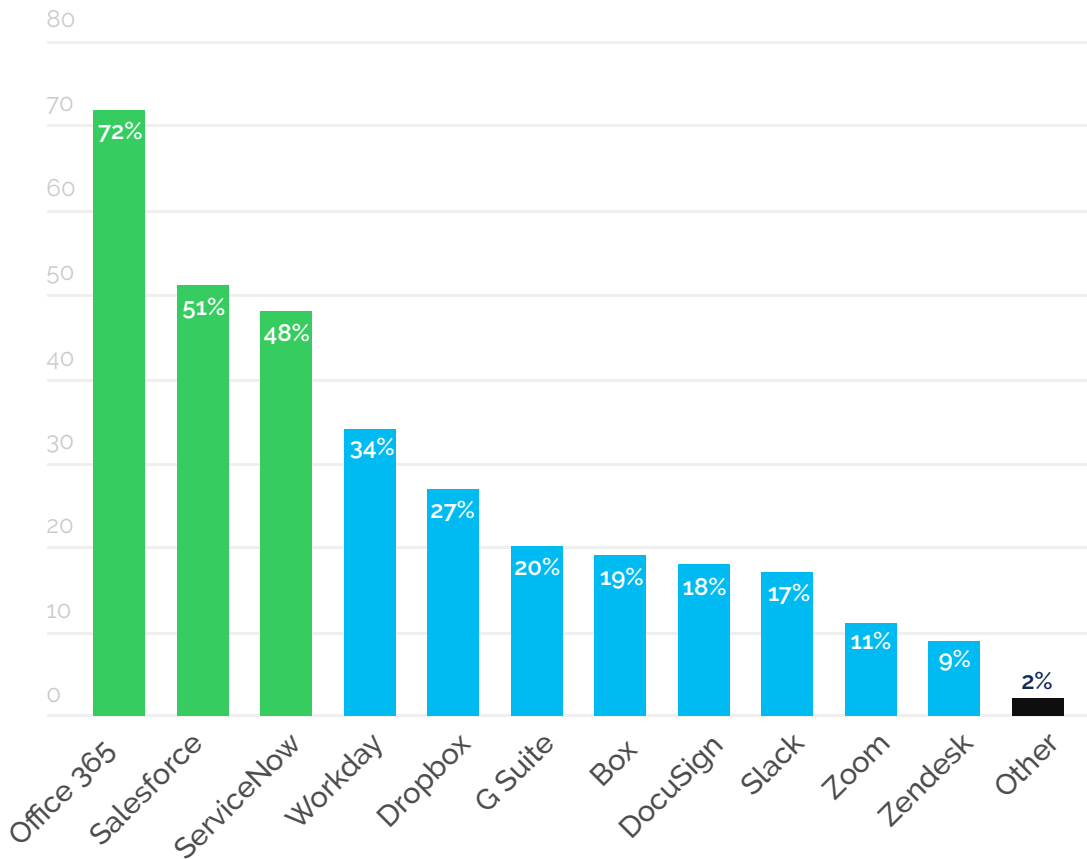
6. What areas of SaaS application management do you have real-time metrics for? (Select all that apply)

Only 31% of IT teams have real-time metrics for key areas of SaaS application management.



7. What SaaS applications do you believe have the largest opportunity for rightsizing licenses based on actual usage? (Select all that apply)

IT executives identified 3 major SaaS platforms as being ripe for application rightsizing at their companies.



About Pulse Q&A

Pulse is a decision platform for senior IT executives. The platform provides crowdsourced data and Q&A from the top IT executives in the world. IT executives can join the community for free and unlock hundreds of reports, insights, and discussions at www.pulse.qa

