Productiv

MobileIron improves security, compliance and value of SaaS portfolio using Productiv

Founded in 2007, MobileIron is a market-leader in mobile security. The company provides unified endpoint and enterprise mobility management (EMM) for mobile devices, such as multi-factor authentication (MFA). MobileIron has seen rapid growth and has close to 1,000 people before Ivanti acquired the company in September 2020.

The growth of SaaS applications forced IT to change how they manage software and applications across the company. Sumit Johar, the CIO, outlined how IT used to be the primary buyer, and their focus was around building and implementing software and services. Now purchases are spread out across the organization, and IT needs to focus on integration and creating value.

Sumit's goal was a shift in how IT operated, and to make MobileIron a true SaaS and subscription company. That meant creating an agile set of internal operations, and tools and technologies that enable that flexibility. All driven by data to help him make right decisions on what is working and what is not.

mobileiron

Company: MobileIron

Employees: 900+

Location: Mountain View, CA

SaaS Applications: 150+

Key SaaS Applications:
Office 365, G-Suite, Zoom, Salesforce

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Challenges

Adapting to the Speed of SaaS

One of the first challenges for Sumit and the IT team was the speed of new SaaS applications. Employees could buy and activate a new service at the click of a button by using a credit card, leading to more and more requests. In the past an ERP solution might take 6 months to install. Now he was getting 10-20 new application requests per month and needed to be able to support this increase in volume.

Visibility and Security of All Applications

MobileIron had hundreds of SaaS applications, and it was hard to keep track of all of the applications. Originally the team would conduct manual audits of what applications were under SSO every quarter. Just conducting the audit alone would take 3 weeks, and then the team would have to address security and compliance afterwards. The moment anyone left the company, or application requirements changed, then the audit became out of date. It was a constant battle to keep up with the applications and ensure security and compliance.

Limited Feedback and Value

Finally, Sumit needed more feedback from employees on the software applications. He wanted to know which tools each department was using and understand adoption rates. IT could do surveys, but employees didn't like them, and they would answer 2 out of 20 questions. When someone came with an issue, they had already made up their mind and it was too late. He wanted to be able to get feedback directly from the applications and plan ahead.

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Productiv has given IT the opportunity to gather usage and insights in new ways. IT surveys don't work. You should never have to ask users. Now with Productiv we can see on Day 1 how adoption and usage is. Now we can get ahead of the curve.

Sumit Johar, CIO

Solution

Sumit and team looked for solutions to help with both monitoring SaaS apps and understanding usage. They specifically chose Productiv because of the usage and engagement analytics. Productiv offered the best real-time data and engagement that they needed to work with the cross-functional counter-parts and maximize the value of SaaS applications.

Manage SaaS Sprawl

One platform to provide a complete view of over 180 SaaS apps

Reduce SaaS Costs

Renewal calendar and usage data that enables IT to plan ahead and improve SaaS contracts

Drive SaaS Value

In-depth analytics to understand feature usage and prioritize SaaS applications

MobileIron uses Productiv to improve the security, compliance, and value of their SaaS applications across the whole business

Increased Visibility of SaaS applications

Productiv provided a full view of all SaaS applications in one screen. Instead of 3 week audits, they had information within minutes. Once they installed Productiv, they even discovered 30-35 apps they had never seen before. Many of these apps weren't intentionally being hidden, they were orphaned as employees left, or had been a trial purchase. As Sumit described: "Before Productiv, we had a pretty good control on the critical apps that IT is closely involved with. But the risk lies with the ones that they don't manage or the ones that skipped the assessment step somehow. For a long time, we didn't even know the size of the problem." Now Sumit could easily see all applications and feel more confident that he had real-time visibility.
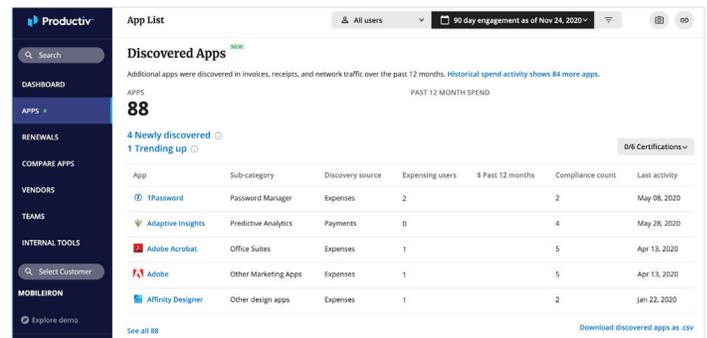
Improve Compliance and Security

The team leveraged Productiv to monitor SaaS applications from multiple angles and ensure compliance and security. For example, Sumit could see if there were 50 employees and none of them was using SSO. Or he could see if there was a service that was being in a way it wasn't intended in the contract. He could even manage licenses when someone left the company and ensure the applications were secure. Productiv provided him the visibility to ensure that tools were being used properly and interject if there was an issue.
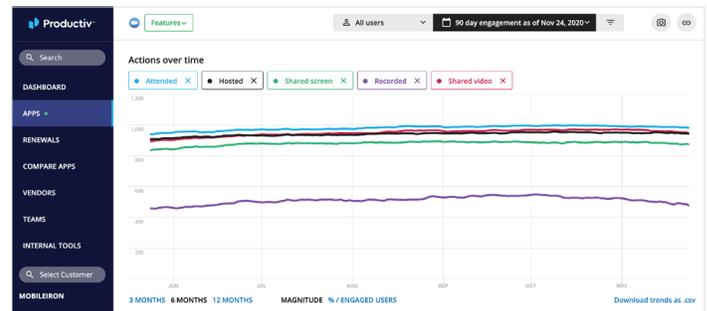
Understand Usage and Prove Value of Tools

MobileIron gained the most value from the real-time usage and insights from Productiv. His team could start collecting stats on adoption of tools on Day 1. If his team was migrating users to a new tool, he could quickly understand how many people had switched and if they were happy, all without needing a survey. "After all, what's the point in moving 100 people to a new tool if the first 10 are not happy?" Sumit explained. Productiv provided him with real-data instead of needing to rely on gut feelings that weren't often right.

Results

Productiv has helped IT manage SaaS tools and productivity in new ways. Previously the team was struggling with ineffective employee surveys, 3 week audits, and last minute renewals. Now they have real-time data that allows them to be more strategic. Conversations with business are more constructive now, as it's not an individual opinion but the engagement data that drives discussions. It's also helping business teams identify what's already out there, so they may not need a new tool in many cases. All with the end result of ensuring employees have the right tools to do their job.

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