

DATABRICKS CUTS SAAS APP COST UP TO 35% WITH PRODUCTIV'S SAAS INTELLIGENCE PLATFORM



INDUSTRY

Database Management

RESULTS

- 35% reduction in Zoom costs at \$110K saved
- Docusign savings of \$26K, a 24% reduction
- Asana license need cut by \$55K, a 35% reduction

THE CHALLENGE

- Purging unneeded licenses was very difficult
- Slow, inefficient onboarding and offboarding
- SaaS app contracts evaded Procurement

THE SOLUTION

- Fast detection of SaaS app activity
- Automated provisioning/deprovisioning workflows
- Licenses assigned by team and by role

PRODUCTS

- Productive SaaS Intelligence Platform
- Productiv AppCenter add-on
- Productiv license management

Databricks, headquartered in San Francisco, was founded in 2013 by the creators of Apache Spark. The company's rapidly growing user base, including more than a third of the Fortune 500, finds Databricks a highly productive environment for data processing and AI work in the cloud. Their employee count has grown from 400 just three years ago to more than 3,000 today (a growth rate of nearly 100% a year), projected to double again soon.

With the onset of the Covid pandemic, Databricks quickly went from 30% remote to nearly 100% remote. This change saw sharp increases in usage of SaaS apps. "Databricks is pretty much a 100% SaaS-based company," says Ian Kennedy, Director of the Corporate Engineering Helpdesk. "Now I'm using Productiv for easier and faster verification," he said. "It gives me and our procurement director the ability to root out the shadow IT of people expensing random software."

FROM SPREADSHEETS TO A SINGLE PANE OF GLASS

Databricks uses more than 300 SaaS applications, with the Google Docs suite, Microsoft Office 365, Salesforce, Slack, and Zoom among their most-used applications. Databricks previously managed their SaaS apps in a spreadsheet. "It was straight spreadsheets and exporting logs from, for instance, Office 365 and Okta. It was very cumbersome and time consuming," said Kennedy. "We would find that we were still being charged for people who hadn't been here for a while."

DEPLOYING PRODUCTIV FOR SAAS INTELLIGENCE

Databricks realized that Productiv delivers visibility for SaaS apps and integrations, enabling active management of their entire SaaS portfolio. They use the main Productiv platform; the Productiv AppCenter, for self-service access by employees; and Productiv license automation, which connects to identity providers such as Okta.

Across all components, Productiv uses SaaS Intelligence, an unmatched set of capabilities for observability, management, and predictive analytics. Benefits extend across the entire employee life cycle:

- **Easy, automated app fulfillment.** Employees use the Productiv AppCenter to request apps. Many are pre-approved; other approvals are quick and easy to manage.
- **Optimized license management.** For example, Databricks avoided purchasing additional Zoom licenses for a year by moving employees not using paid features to the free version.
- **Just-in-time deprovisioning.** Formerly, deprovisioning was done as time permitted, in batches by app. With Productiv, it's handled for all apps on an employee's departure day.
- **Proactive governance.** Databricks uses Productiv for needs such as chargeback, cost management, and employee experience, and for key events such as audits.
- **Higher cost efficiency.** For instance, says Kennedy, "We had more than 600 users on Asana, and 200 of those have been removed," says Kennedy.

According to Kennedy, "Overprovisioning, cost savings, and time savings are major issues for us. And Productiv gives us a better position for bargaining with the SaaS provider. It's just invaluable to have the additional data; without that, you'd just be blind coming into the meeting."



Once I plugged in Expensify, the world opened. I was able to automate the pain away from apps. And the data from app connectors is highly valuable.

For the finance team, it gives them visibility across our SaaS portfolio. It's just invaluable to have the additional data; without that, for instance, we'd just be blind coming into meetings with SaaS vendors.

IAN KENNEDY

Director, Corporate Engineering Helpdesk, Databricks



Learn more about [Productiv](#).

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