

HASHICORP SUCCESSFULLY MANAGES OVER 200 SAAS APPS AND 400% COMPANY GROWTH



EMPLOYEES >1000

LOCATION San Francisco, CA

KEY SAAS APPLICATIONS Okta, Dropbox, Google Workplace

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HashiCorp provides open-source tools and commercial products that are used by over 250 of the Global 2000 companies. Their software is critical in enabling secure, distributed application infrastructure for their customers. The company is 8 years old, but the last 2 years have been in hypergrowth, creating a new set of challenges.

When Jim Fazzone joined, the company did not have an IT department. He was tasked with developing the team and helping the company scale. HashiCorp has been adding approximately 50 new people each month, growing from 150 people to over 1000 people in 2 years. The combination of growth and a workforce that was 85% remote (pre-COVID) created a number of IT challenges.

CHALLENGES

LIMITED VISIBILITY ON APPLICATIONS AND COST

HashiCorp had over 225 SaaS applications, including personal licenses for Office365 and Acrobat. Employees were not sitting behind an enterprise firewall at Headquarters so IT had even less visibility. The team pulled together Google Spreadsheets to maintain a list of SaaS applications, but it was an ongoing problem. Additionally, the IT team was stuck managing stranded licenses after employees left the company.

IT RESOURCES AND VENDOR MANAGEMENT

The large number of SaaS applications also meant significant time managing vendors and contracts. 225 SaaS applications also meant 225 points of contact and 225 contracts. Jim was often spending 50% of each week just focused on vendors. The fragmented view of SaaS also made it hard to budget future IT costs and manage renewal cycles.

EMPLOYEE EXPERIENCE AND ONBOARDING

With 50 new hires a week, IT was busy setting up employees with all of the new software they would need. How could the team make sure that each employee had the right software they needed? Did each team have the software they needed? Or even the right level of license? Did the tools overlap? IT was swamped and lacked the strategic vision for the SaaS portfolio.

“

Productiv gives us visibility into engagement patterns and specific features that are being used, as well as tools and features that are potentially underutilized. This has proven to be a huge helper for us in renewal conversations and licensing considerations.”



Jim Fazzone
Head of IT
at HashiCorp



SOLUTION

When Jim saw Productiv, he was impressed by the visibility the tool could provide. He could actually see all of the apps being used, understand how frequently people were using them, and even identify redundancies. Now IT could see all of their applications in one platform, ensure they were fitting the correct SaaS tools to the right users, and manage renewals more strategically.



MANAGE SAAS SPRAWL

One platform to manage over 225 SaaS applications, including costs and renewal requirements



REDUCE SAAS COSTS

Understand ROI of the tools, uncover overlapping tools, and licensing needs on an annual basis



DRIVE SAAS VALUE

Enable IT to recommend the right tools and licenses for each department & user based on engagement and usage data

HashiCorp leveraged key parts of Productiv software to create higher-level visibility of the SaaS applications and ensure each employee had what they needed on day one

IMPROVED PROCESS AND VISIBILITY ACROSS ORGANIZATION

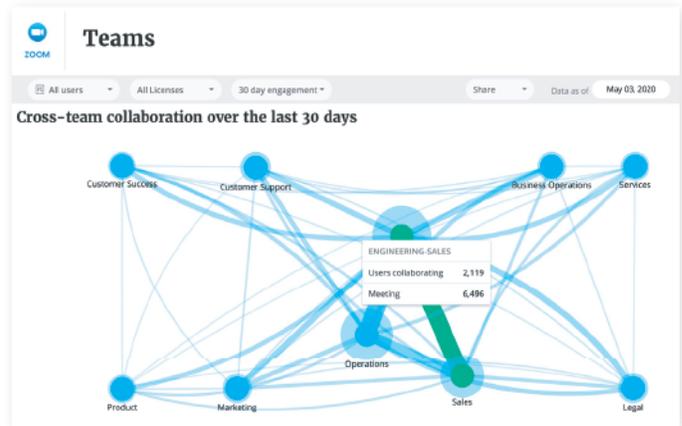
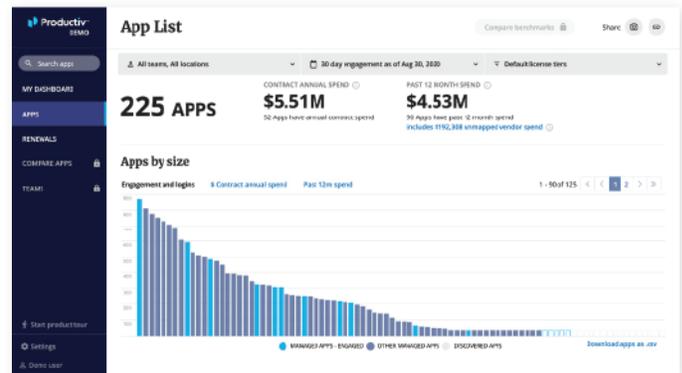
Productiv enabled the IT department to have one view of 225 apps. Previously the team would juggle between Google Sheets, Slack messages, and IT tickets to understand what software was being used. Now all of that was a thing of the past. “When we switched to Productiv, we had instant visibility into all of our known applications, how each one was being used, and which teams and individuals were using it.” said Jim. Productiv was critical in creating a platform that could be shared between Finance, IT, and Lines of Business.

REDUCED SAAS COSTS

HashiCorp also added time limits to determine if employees had not used apps in a 90 day period. This visibility, as well as the upcoming renewals feature was critical for IT. They could have data-driven conversations with both Finance and vendors to negotiate the right level of licenses and SaaS spend.

INCREASED PRODUCTIVITY AND COLLABORATION

Productiv allowed HashiCorp IT to become more strategic and play a consulting role with each business group. IT can now look at what tools are the best for what department and leverage usage data. For example, the Legal team may need Dropbox while Marketing may need Google Drive based on different feature usage. IT has become an enabler of increased productivity.



Jim immediately began seeing results and saving time. He talked about the ease of implementation, “from the kick-off call to my initial insights in the Productiv platform was 4-5 days. It took maybe 1.5 hours of implementation on my end.” Even more so, it helped his team rationalize the SaaS portfolio and even save 2 days of provisioning each month.

RESULTS

Even more importantly, Productiv has allowed IT to become more strategic and improve collaboration across the organization. IT has been able to work with departments and ensure that they have the right tools. The result is not just cost savings, but also productivity improvements.



Learn more about [Productiv](#).

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