



INDUSTRY

SaaS Management Platform (SMP), employee experience, automation and security.

LOCATION

Palo Alto, California

VMWARE UCC MISSION

- Deliver a delightful VMware experience to our colleagues
- Anticipate, architect, and deliver the “future of work”
- Simplify choice and drive cost efficiencies in our investments
- Institutionalize our Service Owner Guidelines

THE GOAL

Build a secure center of excellence to manage all SaaS tools through centralized and automated operations resulting in reduced friction, improved collaboration, and better user experience.

KEY CHALLENGES

- Extensive manual work related to managing many SaaS apps.
- Inefficient onboarding and offboarding processes resulted in poor employee experience.
- Lack of visibility into license use and use of unapproved apps.

How VMware IT Manages SaaS Applications

VMware IT implemented VMware SaaS App Management™ by BetterCloud to improve employee experience, automate manual and repetitive tasks, and save on licensing costs.

The Unified Communications and Collaboration (UCC) team within VMware IT operates under a single mission: To enable Colleagues to do their best work with frictionless and delightful tools and experiences. With more than 24 different communication and collaboration apps within their purview, including Zoom, Slack, Google Workspace, Miro, Microsoft Teams, VMware Social, SharePoint, Office 365, OneDrive, Confluence and more, the team's primary focus was on improving overall colleague experience while reducing tool administration across the company.

The UCC team began their search for the right SaaS management tool to first address application onboarding and manageability - key contributors to a great employee experience.

Why SaaS Management Platform?

Over the last few years, we have seen an acceleration in SaaS apps adoption. While there are many benefits to SaaS, it doesn't come without challenges.

- Lack of visibility over which apps are being used, and how they are being used.
- The need to manage manual tasks cohesively across all SaaS apps. For example, manual set up including managing access and settings for all those apps, especially given they all have different admin. portals. While many organizations have been able to develop scripts to automate some of the manual tasks, these are still siloed.
- Increased security risk due to lack of visibility and control over what files and data users share on public apps, and as a result an increased risk of data breaches and insider threat.

The Solution

The UCC team has partnered with VMware SaaS App Management to implement its SaaS Management Platform, including all 3 pillars: Discover, Manage and Secure.

- **Discover**—helps find all the apps that are being used, who's using them and how they are being used. Discover will also help to eliminate manual reporting and analytics required for license audits and for general visibility.
- **Manage**—delivers a workflow orchestration platform purpose built for managing SaaS apps. That allows the UCC team to build specific workflows to streamline their day-to-day operations, such as employee onboarding, adding employees to relevant communities in MS Teams, Slack, Google Workspace and others.

- **Secure**—allows the UCC team to define granular admin. access permissions and let the main help desk team at VMware to perform admin. activities.

Top 4 Use Cases

- **Reduce time spent on manual tasks** – automating many of the repetitive tasks with automated workflows enables the UCC team to save engineering time on maintenance and allow for more R&D time. Such tasks include onboarding and offboarding employees, identifying and archiving dormant or orphaned Slack channels, and more.
- **Reduce license spend**—an effort to reduce costs, being able to identify unused licenses and automate deprovisioning is a key use case for the UCC team. For example, employees who left the company and need to be offboarded, or employees who leave the company and need to be offboarded, or existing employees that are no longer actively using an app.
- **Accelerate M&A integrations**—historically, VMware has been acquiring multiple companies a year. This means once a deal closes, this team is responsible for all the UCC applications of the acquired company. These apps are not integrated, and in most cases there's no visibility into what all the apps that are being used and who's using them. VMware SaaS App Management brings more visibility into the existing ecosystem and landscape, reduces the manual reporting efforts and helps speed up the integration.
- **Report and discover**—VMware SaaS App Management allows VMware IT to proactively discover apps being used across the organization, including SaaS apps that are used outside the SSO. For example, teams discovered colleagues using unapproved SaaS applications thanks to an ongoing SaaS sprawl initiative.

The Journey

VMware's implementation of VMware SaaS App Management started off significantly faster than anticipated. After just six months, they achieved 162 percent of plan and teams are realizing significant savings already. The VMware SaaS App Management customer success team worked with the UCC team on every step of the implementation.

FIRST SIX MONTHS OF IMPLEMENTATION	
ACTIVITY	DETAILS
Increase help desk first call resolution (FCR)	<ul style="list-style-type: none"> • Empowered help desk to perform admin. activities without full admin. rights. Reducing security risk while allowing them to respond quickly to calls/tickets related to high volume apps such as Microsoft 365, Google Workspace, Slack, and more.
Reduce average handle time (AHT)	<ul style="list-style-type: none"> • Reduced the time it takes for an admin. to perform a task through pre-defined automation, such as one click license provisioning and new Google Workspace group creation.
Automate offboarding	<ul style="list-style-type: none"> • Automated multiple tasks with workflows for offboarding of core apps and data.
Automate manual tasks and maintenance	<ul style="list-style-type: none"> • Automated administrative tasks such as archiving Slack channels, social spaces, Teams and so on.
Audit and report	<ul style="list-style-type: none"> • Delivered a single location for reporting on all apps.

LEARN MORE

To learn more, visit our website at <http://www.vmware.com/go/saas-app-management.html>. Contact your sales representative or vmwonvmw@vmware.com to schedule a 1:1 Customer briefing on this topic with a VMware IT subject matter expert.

FOR MORE INFORMATION OR TO PURCHASE VMWARE PRODUCTS

call 877-4-VMWARE (outside North America, +1-650-427-5000), visit vmware.com/products, or search online for an authorized reseller.

Audit licensees	<ul style="list-style-type: none">• Discovered unused licenses and eliminating manual reporting and analytics prior to true ups for chargeable services.
Integrate M&A	<ul style="list-style-type: none">• Automated reporting and analytics for acquired companies' solutions and consolidated multiple instances of the same service.

Looking Ahead

As the team becomes more comfortable with the platform, they can create more workflows to automate more manual tasks and achieve more use cases such as improving onboarding experience for new employees as well as those who make internal change, implement security monitoring and alerts, and expand existing workflows to more applications.

vmware®
ON VMWARE