VMware SaaS App Management by BetterCloud

A zero-touch approach to SaaS operations

At a glance

Adoption of SaaS apps has accelerated in recent years. Moving to SaaS apps offers many benefits, but managing those apps brings some challenges. Often IT lacks visibility into usage and control over data. SaaS management platforms address these concerns by helping organizations manage SaaS apps across their environment, optimize operations, and secure corporate data.

Zero-touch IT

Zero-touch is the orchestration of end-to-end automated workflows that replace repetitive, manual IT processes. The goal of zero-touch IT is to reduce the number of manual "touchpoints" by IT support to as close to zero as possible.

SaaS adoption is on the rise

In today's world, as organizations embrace cloud technology and shift to an "as-a-service" consumption model, the number of software-as-a-service (SaaS) applications has exploded. We have about 10 times more SaaS apps today than we had just 5 years ago!

One of the key challenges that IT teams face is managing the growing number of SaaS apps in their organizations. Today, most SaaS app management is done manually, which is time consuming, error prone and limited in capabilities. In addition, IT has no control over corporate assets, such as corporate and user data, files, groups, communications and so on. In many cases, internal users with access to the app mistakenly cause data breaches.

Taking control with a SaaS management platform

A SaaS management platform (SMP) enables you to discover, manage and secure SaaS apps across your environment. With an SMP, IT teams can

- Get complete visibility into usage of all SaaS apps—apps managed by IT and those that IT did not even know about

- Use automation to efficiently manage apps across the user lifecycle, from onboarding to offboarding, including permissions, configuration and updating, with as minimal manual work as possible

- Secure corporate assets by defining guardrails for user activity to avoid accidental data breaches and insider threats

VMware SaaS App Management

VMware SaaS App Management is a comprehensive solution for discovering, managing and securing SaaS applications. Organizations can manage their SaaS applications more efficiently, reduce costs, and improve overall security.

- **An automation platform** enables IT admins to set up workflows that automate day-to-day tasks such as app access requests, password and MFA requests, onboarding, and more.

- **A single platform** provides centralized administration in a single location.

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The VMware solution

The VMware Anywhere Workspace solution empowers IT to enable employees to work from anywhere with a secure, frictionless experience. VMware SaaS App Management helps customers in this journey:

• **Manage the multimodal employee experience** – Change the way IT delivers SaaS apps to end users, and improve user experience.

• **Secure the distributed edge** – Manage and mitigate security threats with predefined policies and guardrails.

• **Automate the workspace** – Optimize operations with workflow automation, reducing manual tasks and complexity.
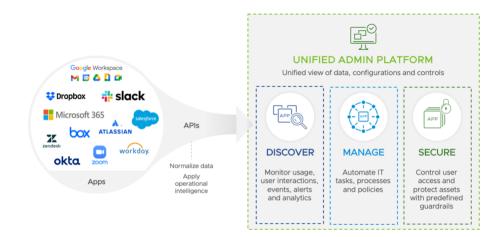
Key benefits

• **Improve visibility** – Learn how employees are using SaaS apps to make data-driven decisions about app licensing, budgeting and data guidelines.

• **Increase efficiency** – Bring all data, users and controls across SaaS apps into a single, easy-to-use platform.

• **Reduce risk** – Secure your IT environment with data protection capabilities that alert you to issues and help remediate them in real time.

• **Integration Center** delivers out-of-the-box support for over 70 integrations, including 900+ actions and hundreds of alerts. Using the API platform, you can connect additional SaaS apps with custom integrations.

• **The User Grid** provides centralized visibility and control of users, their apps and associated assets.

• **Role-based access control** enables you to scope role-based and time-based privileges to ensure the right level of access for your team.

• **Spend optimization** enables you to find unused licenses and recover the costs, while taking the proper security measures when deleting the license.

• **Audit logs** help you ensure compliance by providing a historical trail of usage and activities across the various SaaS apps.

How it works

After you connect your SaaS apps through the Integration Center, you can use the modules in the unified VMware SaaS App Management platform to

• **Discover** – Gain visibility into all apps in your environment, whether or not they are connected to the platform. Get at-a-glance insights into permissions attributed to the apps, redundant apps, and the last time users accessed apps.

• **Manage** – Perform day-to-day management in a centralized admin console. Build SaaS management workflows, such as for onboarding and offboarding, using a drag-and-drop interface.

• **Secure** – Get insights into file exposures and permissions across the different SaaS file-sharing platforms. Secure corporate assets and sensitive data with policy-based guardrails to eliminate accidental data breaches and insider threats, and define automated remediation actions when triggered.

Key use cases

Improve employee experience – Proactively ensure that employees have access to the apps and resources they need to perform their job. Keep employees productive and engaged from onboarding through ongoing changes.

Move to Zero Trust – Assign the right level of access to avoid accidental data breaches and protect against insider threats.

Streamline operations – Automate manual, time-consuming tasks, such as onboarding, offboarding, configurations and ongoing changes.

The VMware difference

Comprehensive solution for your digital workspace journey

Only VMware offers complete visibility and end-to-end management and security across any device, operating system and app, including desktop, mobile and SaaS.

Strong ecosystem of supported SaaS apps

With more than 70 integrations available out of the box, as well as an API platform to build custom integrations, you can connect and manage all your SaaS applications in one place.

Deepest automation and controls for SaaS app management

The VMware SaaS Management Platform includes all critical aspects of app discovery to manage and secure any SaaS application, all in a single centralized tool.