Certero for SaaS - Salesforce Module

Manage your Salesforce SaaS subscription more effectively: avoid Bill Shock, Cloud Sprawl, Shadow IT and Toxic Consumption

Challenge:

In business, staff account deprovisioning processes can be poorly managed resulting in the logon accounts of former employees remaining enabled and SaaS subscriptions needlessly remaining assigned. As well as the obvious security implications here, subscriptions assigned to inactive users provide no value but may be incurring avoidable costs. Alternatively, inactive accounts consuming subscriptions from a pool means that the number of free licenses in the pool will be lower than it really is; meaning two things: firstly, you might think you need to buy more licenses for the pool when, in fact, you have unused subscriptions assigned to inactive users; and secondly, when it comes time to renegotiate an agreement you won't know the actual number of subscriptions to support cost-effective decision-making.

The challenge is having the visibility, data and reporting to reduce wastage.

License overspend

Paying for unused licenses that have not been re-harvested or purchasing higher level subscriptions that are not required.

Multiple instances

Failing to manage multiple instances of Salesforce.com due to fragmented data sets and no single pane of glass visibility.

Apps and plugins

Cloud sprawl within Salesforce.com as a result of uncontrolled installation of apps and plugins from the AppExchange portal.

System limitations

Exceeding Salesforce.com limits for storage, fields, APIs and more, causing temporary automation process failures.

Data quality

Using obsolete, unsuppressed data for sales and marketing campaigns, resulting in unreliable performance metrics.

Users and roles

Poorly configured systems that grant higher levels of access and permissions to users that should not have them.

Solution:

With out-of-the-box automation, a single source of granular data and advanced analytics, Certero's Salesforce module gives you an accurate dashboard view of usage, wastage and expenditure.

By giving you greater power and control to optimize your licenses, users, storage, data, apps and more, the salesforce module helps to address all of the key challenges associated with administering the platform:

Key Features:

- Manage & Optimize Licenses
- Manage All Profiles, Objects & Permissions
- Visibility Across All User Activity
- Control Integrated Applications

- Manage Users & their Roles
- Visibility of System Limitations
- Manage All Instances
- Identify Obsolete Data

Benefits:

Certero for SaaS's Salesforce license management and optimization solution gives you the power and control you need over your SaaS expenditure.

- Improve visibility and governance of multiple Salesforce.com instances from one single application
- Eliminate overspending on unused or oversubscribed licenses
- Improve sales and marketing performance by identifying obsolete data for suppression
- Safeguard automated processes to protect data integrity and business performance
- Improve the efficiency and effectiveness of your CRM system and its processes
- Protect access to CRM data, applications, permissions and processes across the enterprise

Get In Touch

Book a Demo

About Certero

Certero deliver [.as-a-service] IT Hardware, Software, SaaS and Cloud Asset Management solutions and services, to help enable organizations to digitally transform their IT. We do this by challenging the traditional, outdated delivery method of disappointing point solutions, and instead deliver true unification across all platforms, from mobile to mainframe to cloud, delivered as SaaS in days, not months or years. Combined with our self-service solutions we support organizations to drive digital transformation agendas through increased efficiency and automation. With businesses in the UK, USA and Australia, Certero is a customer first company with a passion for customer success, earning the trust of some of the leading global brands across the finance, manufacturing, health, retail and technology sectors. That's why Certero is viewed number one, year on year for customer service as well as having the highest scores for product capabilities, making Certero a safe, trusted partner to help with your digital transformation.