Enterprise SaaS Management Certification Report

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Executive Summary

The ITAM Review certifies Torii as having met the requirements for Enterprise SaaS Management certification in accordance with our community-sourced open standard.

Background

Torii were founded in 2017 in Israel by Uri Nativ, Uri Haramati, and Tal Bereznitskey, who all remain with the company. Torii now has around 120 employees with a strong US presence and completed a $50m Series B funding round in February 2022.

Torii's product strengths encompass the full breadth of what an enterprise SaaS Management tool should deliver for the medium, large, and enterprise markets, including comprehensive discovery, data-driven insights, actionable intelligence, and automation. Torii is licensed on a per-employee basis in three tiers with no restrictions on the numbers of application connections or administrators.

Torii's experienced leadership team are well-placed to take the company forward and are actively recruiting for growth following the February 2022 funding round. As early innovators in this space they have stayed the course, and, whilst not as initially well-known as some of the other players, their focus on product engineering has delivered a highly capable product which is ready for primetime.

Analyst Review

This analyst review is based on the detailed responses provided by Torii to the certification survey, two customer references, and an in-depth demo provided to the author. The review assesses and provides commentary on Torii's adherence to the standard in five areas - Discovery & Inventory, Cost Management, Optimization, Automation & Operations, and Risk Management.

Discovery & Inventory

Torii's discovery and inventory capabilities are amongst the most comprehensive in the market. In keeping with other solutions Torii integrates with systems of record such as finance and expenses and uses APIs to connect directly to application admin portals. Torii also leverages enterprise single sign on applications such as Okta, and can also discover employee information from common HR Information Systems (HRIS) such as BambooHR and Workday.

In addition, two further capabilities enhance Torii's ability to discover shadow or unsanctioned IT.

Firstly, Torii provides an optional browser extension which can be centrally managed by IT to detect browser-based applications. This browser extension will find applications not discovered by other means – for example, free and paid applications which haven't been onboarded into corporate Single Sign On applications.

Secondly, Torii gathers information about third-party integrations from a variety of enterprise applications such as Slack and Google Workspace. It's common for users to sign up to new applications using existing credentials (such as GMail for example) and Torii can detect this, uncovering the permissions granted to those third-party apps. – in other words, apps connected to apps, or as Torii calls it, 2nd degree discovery.

Torii has a comprehensive library of direct API integrations to SaaS application administration portals and typically, once you have the necessary credentials, these can be set up and gathering data within minutes.

All these data sources require strong normalization capabilities to resolve discrepancies and overlaps. Torii provides an instant visual check of an application record by displaying all the discovery sources in the portal. This enables users to quickly assess the quality and accuracy of that record and to also use that information for other use cases such as Risk Management. For example, a user record showing current usage for an employee no longer listed in the corporate HR systems would be a cause for concern.

Overall, whatever your deployment scenario for SaaS, and your existing management ecosystem, Torii will be able to integrate with your systems of record and provide you with a comprehensive overview of your estate. Torii claim that on deployment organizations on average discover 3x as many SaaS applications as they estimated, and the comprehensive capabilities provided by the tool undoubtedly contribute to that, particularly when discovering free apps and third-party integrations.

Cost Management

For most organizations Cost Management is the next most important driver for deploying a SaaS Management toolset. As such, it's vital that the tool you choose has strong capabilities in this area. Torii's approach is multi-layered.

At the macro level, a single dashboard provides an overview of total SaaS spending, including trending information. This dashboard provides an instant visual insight into application usage trends versus expenditure, a valuable insight when it comes to renewing that application.
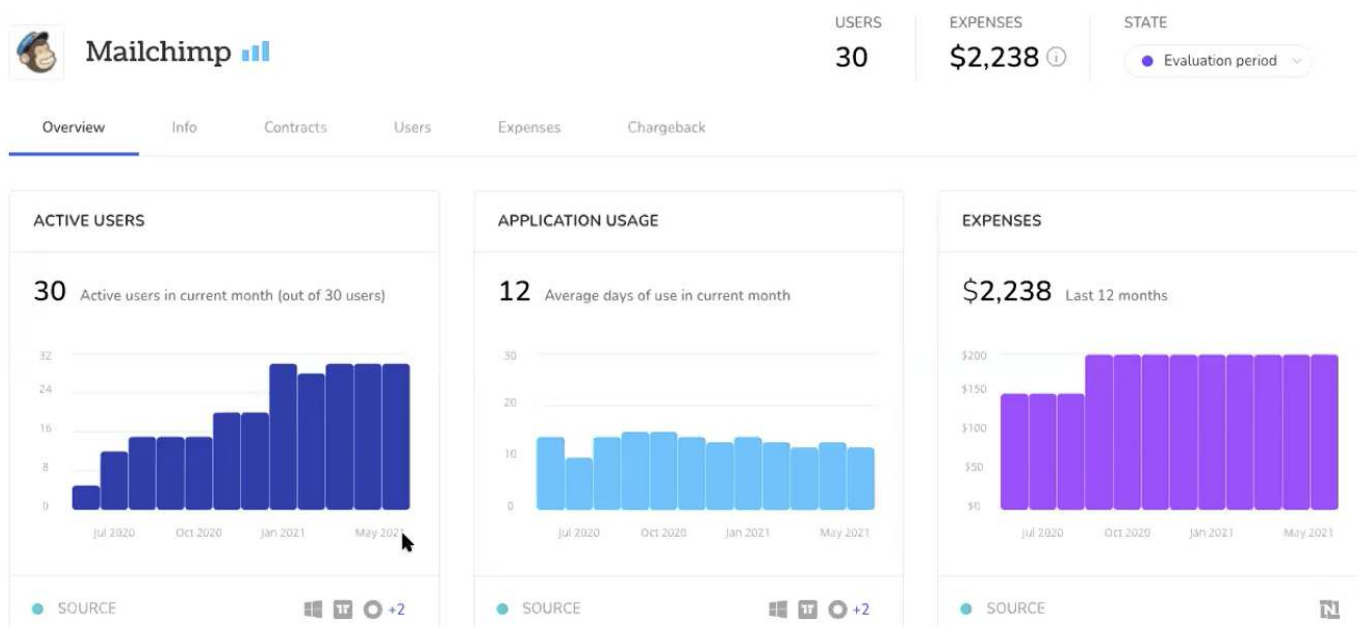
From this summary screen it is possible to drill down to the individual app level which results in a further summary screen detailing usage and cost trends. In the example below we can see that the number of active users of Mailchimp is growing, as is our cost. Torii also displays the sources for this information, enabling you to determine the degree of trust you have in the data.
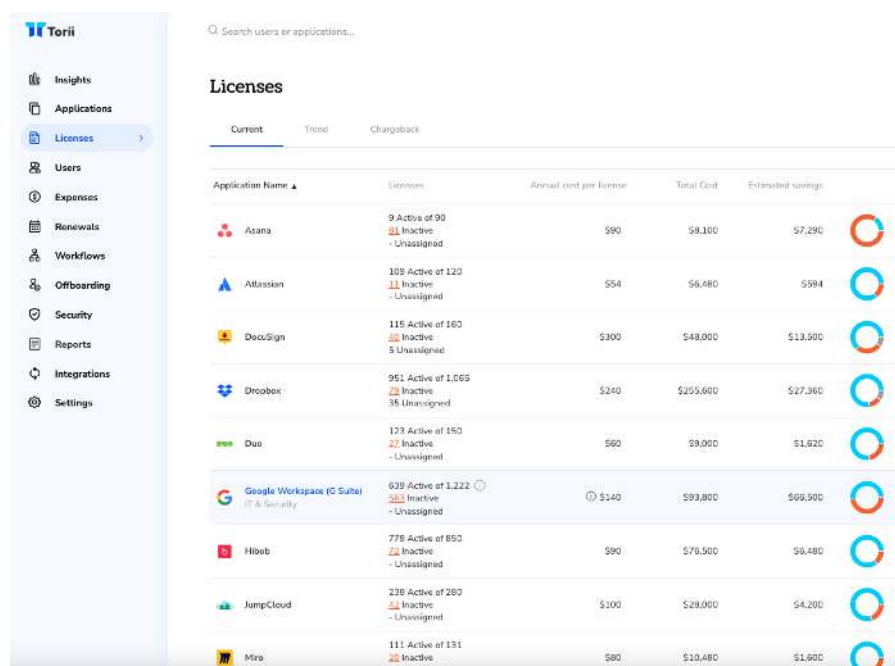
Moving beyond the application summary screen Torii provides detailed information vital for cost management including contracts, renewal dates, users, and so on. For larger organizations it is also possible to create chargeback/cross-charge structures on a per app basis, which is useful if contracts are held centrally but technology budgets are held at the departmental level.

Much of Torii's cost management functionality overlaps with the Optimization use case and so will be discussed in further detail in the next section.

Optimization

SaaS Management tools enable organizations to optimize their SaaS usage and spend in three primary ways – harvesting unused subscriptions, reducing application duplication, and identifying lower-cost subscriptions and alternative applications.


Torii enables optimizations directly from the application by making the insights it delivers actionable. The "Smart Recommendation" capability can recommend money-saving downgrades. With a single click it is possible to, for example, downgrade a user from a paid to a free plan. Torii can also automatically create a ticket in a Helpdesk system, send an email, or notify a social channel such as Slack. A full audit trail of this optimization process is retained, enabling a SaaS Manager to follow up on such requests.

Automation & Operations

Torii has very strong automation capabilities, building on the actionable insights delivered throughout the application. At the heart of these is the workflow engine, a no-code visual workflow builder which enables SaaS
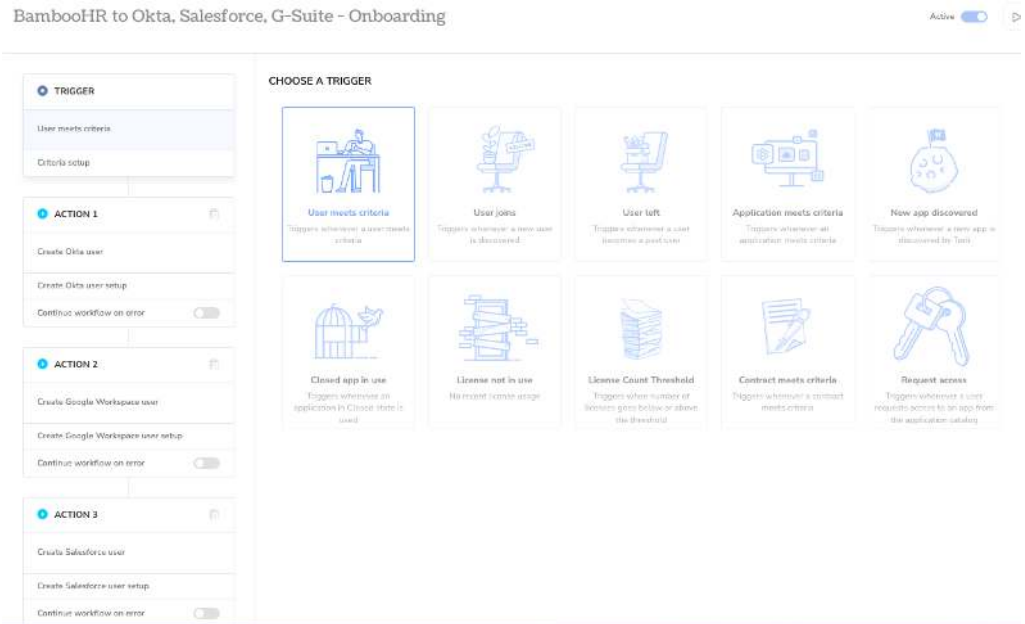
administrators to create rich and powerful workflows. The engine is very easy to use and does not require technical or coding skills.

Torii ships with several workflows and users can create an unlimited number to suit their needs. At all times users are in full control of the degree of automation. For example, a request to downgrade a user to a cheaper subscription could either be processed fully automatically or require approval from the user's manager. All actions performed by the automation engine are recorded in an audit log.

One of the highlights of Torii's automation is user offboarding. With a typical user having upwards of 30 SaaS applications assigned to them the task of offboarding is time-consuming and complex unless it can be automated. If you have granted Torii the necessary rights to provision and deprovision accounts this can be accomplished with a single click. For assigned applications which aren't integrated directly into Torii requests can be logged in a Service Request or Helpdesk queue for action.

Risk Management

Risk Management is an emerging use case for SaaS Management tools as organizations wake up to the risks of storing company data in applications and basing critical business processes on SaaS apps.

Torii's comprehensive discovery engine can be combined with automation and workflow to nip potential SaaS risks in the bud. For example, a workflow may be enabled to automatically contact the first user of a new application as soon as it's detected. At that point in time that user is the best person to contact to discover more about what the app is to be used for. In doing so, Torii enables user-led innovation whilst ensuring that the company is protected before a potentially risky application becomes embedded.

Torii also includes an application onboarding workflow which enhances application governance by automatically notifying key stakeholders at the point the application is first discovered. Stakeholders such as IT Security and Privacy can then carry out checks such as SOC2 and GDPR compliance. Similarly, IT could be alerted to onboard the new application into enterprise single sign on.

Torii's ability to discover SaaS applications with third-party permissions is also a highlight. For example, a user may deploy a free calendar application which requests read/write access to their corporate email account, which may be a data security risk. Torii provides a dashboard and report to enable SaaS Managers and other stakeholders to track and mitigate such risks.

As a SaaS-based application itself it's equally important that Torii is secure. It delivers in this regard by offering fine-grained role-based access, enabling administrators to control which data users can see and which actions they are able to take.

One area of common concern when onboarding a SaaS Management application is about giving a cloud-based application access to management consoles. Torii addresses this by providing the option to have read-only access to a data source, which might be important for business critical and sensitive applications such as Finance & HR systems. Once trust has been built with the owners of such applications it is then possible to grant Torii read/write access, which will in turn enable optional automations such as onboarding and offboarding to run.

Review Summary

Torii is perfectly suited to the needs of medium to large organizations. Per-user pricing is affordable for growing organizations and means that ROI is strong. The immediate ROI gained in the first year will continue for subsequent years and is then supported by the productivity savings enabled by the automation and workflow engine, which is a particular highlight. The customer references below highlight that Torii are also highly focused on delivering customer success which will be critical for future success. The UI and overall look and feel of the application is excellent and being able to examine an insight delivered by Torii and immediately act upon it removes barriers to action and accelerates ROI. Torii have always had a strong focus on Privacy, Risk, and Security and this is something which I believe will become increasingly important to organizations as they get further into their SaaS Management programs.

Customer References

Torii provided two customer references for this certification who were interviewed independently by an ITAM Review analyst. The ITAM Review welcomes further references and reviews for Torii. If you wish to contribute, please submit your review on The ITAM Review Marketplace.

Customer Reference 1: CD Baby, Media Company, USA

CD Baby are based in Portland Oregon and were founded in 1998. They focus on providing physical and digital publishing and distribution for independent music artists. CD Baby have around 300 employees and work on a decentralized basis, with the majority of staff being remote-based. This decentralization means that IT needs to carefully tread the line between governance, control and enabling innovation. CD Baby's creative culture means that they encourage employee-led innovation and recognize that IT won't always have the answer when it comes to finding technical solutions to business requirements.

CD Baby deployed Torii in August 2021 after conducting a competitive comparison. One other vendor reached proof-of-concept stage. Torii was selected due to a supportive, low-pressure sales experience, technical capabilities, ease of deployment, and a clear, adaptable pricing model.

CD Baby use Torii for application and service discovery and cataloging , vendor contract management, and employee offboarding automation. They've already seen substantial ROI from identifying redundant spend and proactive notification of abandoned applications/seats.

Their innovative business culture means that Torii's automated and comprehensive discovery is used to find new solutions and then to enable IT to determine whether that application should be formally onboarded into central IT governance. This enables innovation to happen whilst also enabling IT to focus on the applications which are of greatest interest from a strategic, cost, or risk management perspective.

Torii's approach to customer service and customer success was highlighted by CD Baby. They noted how they requested richer insight into Zoom usage which wasn't available in Torii at the time. Torii went away and developed and deployed the feature they required within 60 days of the request being made. In terms of further improvements, they would like to see more visibility into what Torii is doing "under the covers" with improved logging. They would also like the ability to build custom reports.

Customer Reference 2: Gorillas, Retail Delivery Company, Germany

Gorillas were founded in 2020 and provide a hyperfast local FMCG delivery service in a number of large cities worldwide. They have deployed Torii primarily for its workflow and automation capabilities.

As an innovative startup Gorillas needs to onboard and offboard employees efficiently. Furthermore, with employees encouraged to innovate locally, they needed comprehensive inventory and discovery of the on average 30+ SaaS applications used by each office and warehouse employee.

Torii was deployed based on the team's prior experience of using it in a previous role. The automation and workflow capabilities enable limited IT staff to service a large and growing workforce in a timely manner, something that is vitally important in a business whose entire culture is focused on speedy delivery. The deployment has been a complete success, enabling IT staff to focus on higher value deliverables whilst ensuring that end users automatically get the apps they need to do their jobs.

In addition to workflow and automation, Gorillas also benefit from Torii's contract and cost management functionality and have deployed the browser extension to enable early discovery of new application deployments.

Conclusion

Torii is a highly capable SaaS Management tool which extends enterprise-grade IT management tools to smaller organizations. Starting with one of the most complete approaches to discovery and inventory Torii builds on that with a powerful and easy-to-use workflow and automation engine. This engine goes beyond the typical inventory, discovery, and cost management capabilities found in SaaS Management tools and unlocks the long-term ROI derived from automating employee and application onboarding and offboarding. Having stated that, Torii is also very strong in those areas, providing easy access to usage and cost data on a per app, per employee, and aggregate basis.

As an analyst I've been tracking Torii since early 2018 and have seen them grow from being an engineering-led company to one focused on customer success. This is very apparent from the customer references above. I did feel that Torii weren't getting their message out to the right audience and that this allowed their rivals to steal a march on them. However, in the past 18 months this has changed, and Torii are now punching their weight in terms of marketing and product awareness. With substantial funding in place and a rapidly growing team they are perfectly placed to deliver their technical prowess and completeness of solution to organizations worldwide.

About ITAM Review Certifications

The ITAM Review develops and maintains community-sourced certifications for ITAM-related tools and services. Each certification consists of a survey, product review and two independent customer references. We welcome additional reviews of the product or service via The ITAM Review Marketplace.

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