

CloudEagle.ai Service Definition Document

1. Service Overview

1.1 Core Value Proposition

CloudEagle is an AI-powered SaaS management and identity governance platform that streamlines SaaS and AI ecosystem management for IT, procurement, finance, and security teams. By offering real-time visibility into app usage, spend, access control, and compliance, CloudEagle delivers automation and insights to optimize software investments and improve security posture.

1.2 Service Description

CloudEagle provides a unified platform for SaaS lifecycle management, identity governance, security posture management (SSPM), and AI governance. With over 500 integrations across IT, HR, Finance, and Security systems, CloudEagle provides:

- **SaaS Management:** Comprehensive visibility and management across all software applications.
- **Identity Governance & Administration (IGA):** Automated user access control, Joiner-Mover-Leaver (JML) processes, and continuous access reviews.
- **Security Posture Management (SSPM):** Real-time security risk detection and remediation across the SaaS and AI landscape.
- **AI Governance:** Discovery, monitoring, and control of AI tools across the organization. By centralizing these functions, CloudEagle ensures seamless governance, streamlined workflows, reduced inefficiencies, and improved compliance across departments.

1.3 Market Position

CloudEagle stands out by unifying disparate governance and management tasks into one AI-powered platform, delivering:

- **\$20B+ in spend processed**
- **\$2B+ in realized savings**
- **10-30% average savings on SaaS and AI spend**
- **30-minute onboarding** with governance and savings from day one

CloudEagle eliminates the fragmented approach of point solutions and provides a holistic, data-driven view of the entire SaaS ecosystem.

2. Service Features & Benefits

2.1 Discover - AI-Driven Discovery & Insights

- **Comprehensive Discovery:** Real-time discovery of all SaaS and AI tools with 500+ direct integrations.
- **Shadow IT & AI Detection:** Automatic detection of unauthorized apps and shadow AI tools.
- **Spend & App Discovery:** Centralized dashboard with full visibility into applications, spend, and vendor relationships.
- **Benefits:** 100% visibility into applications, licenses, and spend from day one, data-driven procurement decisions, and elimination of manual tracking.

2.2 Govern - Identity Governance & Administration (IGA)

- **Automated Access Management:** Centralized app catalog, automated approval workflows, and time-based access management.
- **Zero-Touch JML Automation:** Automated onboarding, offboarding, and role-change management for all users.
- **Continuous User Access Reviews:** Automated access reviews with real-time risk detection.
- **Benefits:** 80% reduction in mean time to resolution for access requests, improved IT productivity, enhanced security posture, and faster compliance reporting.

2.3 Renew - Smart Procurement & Renewal Automation

- **Renewal Orchestration:** Automated workflows and price benchmarking to optimize renewals.
- **Vendor Research & Evaluation:** AI-powered insights and vendor evaluations for cost-effective procurement.
- **Benefits:** Proactive renewal management, improved contract terms, and 10-30% savings on software spend.

2.4 Optimize - Cost & License Optimization

- **License Harvesting:** Automated license tracking and reclamation based on usage.
- **SaaS Spend Optimization:** AI-driven recommendations for cost-saving opportunities across SaaS subscriptions.
- **Benefits:** 10-30% reduction in SaaS costs, improved security from timely deprovisioning, and optimized license utilization.

2.5 Secure - Security Posture & Compliance Management

- **Risk Assessment & Monitoring:** Continuous security posture monitoring and automated risk scoring.
- **Compliance Automation:** Real-time compliance tracking for GDPR, HIPAA, SOC2, and more.
- **Benefits:** Enhanced security through proactive risk remediation, simplified audit preparation, and reduced security risks.

3. Target Audience & Personas

3.1 Primary Personas

- **IT Leadership (CIO, VP of IT, Head of IT):** Focus on aligning SaaS/AI investments with business goals, streamlining IT operations, and maintaining visibility and control.
- **IAM & Security Leaders (CISO, IAM Director):** Ensure centralized access management, optimize security posture, and ensure compliance with security policies.
- **Procurement & Finance Teams:** Optimize SaaS spending, streamline renewal workflows, and leverage AI-driven cost-saving opportunities.
- **AI Governance Leaders (CAIO):** Ensure AI tools are governed, monitored, and compliant, optimizing AI resource usage and ROI.

3.2 Company Size & Industry

- **Primary Target:** Mid-market to enterprise organizations (500+ employees), with 100+ SaaS applications, distributed purchasing, or shadow IT challenges, and high compliance needs.
- **Industries:** Highly regulated sectors, such as finance, healthcare, and public sector.

4. Key Differentiators

- **Unified Platform Approach:** Combines SaaS management, security posture, identity governance, and AI governance into one platform, eliminating the need for multiple point solutions.
- **AI-Powered Insights:** Automated discovery, predictive analytics for spend, and AI-driven contract and vendor recommendations.
- **500+ Integrations:** Real-time synchronization with IT, finance, security, and HR systems, streamlining data collection and reducing manual work.
- **Rapid Time-to-Value:** Industry-leading 30-minute onboarding with governance and savings realized from day one.

5. Security & Compliance

- **Data Protection:** CloudEagle ensures comprehensive data protection through encryption, secure access controls, and compliance with UK Government standards such as GDPR and ISO 27001.

- **Compliance Management:** Continuous monitoring for SOC2, GDPR, HIPAA, and other regulatory requirements with real-time audit trail generation and proactive security risk management.

6. Service Delivery Model

6.1 Platform Access

- **Deployment:** CloudEagle is a cloud-based SaaS solution with secure, SOC2-compliant infrastructure and high availability.
- **User Access:** Accessible via web-based dashboard, mobile app, and integrated with Slack/Teams for workflow automation.

6.2 Support & Services

- **Customer Success:** Dedicated account managers and quarterly business reviews to ensure alignment with organizational goals.
- **Technical Support:** 24/7 support with help desk services and integration assistance.
- **Advisory Services:** SaaS buying advisory, negotiation support, and vendor evaluation consulting.

7. Pricing & Packaging Considerations

- **Value-Based Pricing:** Pricing based on the number of employees, SaaS applications managed, and volume of spend under management.
- **ROI Calculation:** CloudEagle typically delivers 10-30% savings on SaaS spend with a payback period of 3-6 months.

8. Competitive Positioning

CloudEagle positions itself as a comprehensive SaaS governance platform that integrates the capabilities of multiple tools (SaaS Management, IGA, SSPM, Procurement) into a single solution, offering:

- **Unified governance:** Eliminates fragmented point solutions.
- **AI-driven intelligence:** Real-time, predictive analytics for SaaS management.
- **Industry-leading integrations:** Over 500 integrations for seamless data synchronization.

9. Use Cases & Scenarios

- **New CIO Assessment:** Provides immediate visibility into the SaaS ecosystem, risk assessment, and optimization roadmap.
- **Compliance Audit Preparation:** Automates access reviews and ensures SOC2 and other compliance standards are met with minimal effort.

- **Cost Reduction Initiative:** Identifies unused licenses, duplicates, and opportunities for SaaS consolidation, delivering 10-30% savings.

10. Conclusion

CloudEagle empowers organizations to optimize SaaS and AI spend, enhance security, streamline access management, and improve compliance—all through a single, AI-powered platform. With proven results and a rapid time-to-value, CloudEagle offers a transformative solution for public sector organizations seeking comprehensive governance and efficiency improvements.

Contact Information:

For more information on CloudEagle.ai, visit CloudEagle.ai.

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