

# Audit-Ready in Clicks: How ebbo Reduced Compliance Burden with Josys

## Overview

ebbo™ operates a full-stack loyalty solutions platform that helps major retailers turn everyday shoppers into devoted brand fans through premium, subscription-based, and tiered programs.

ebbo™ Systems Administrator, Nick Tangney, and a two-person infrastructure team managed over two dozen SaaS applications that powered engineering, marketing, and client services. The management of these apps was very time intensive. With every user lifecycle update, the team had to hop across admin portals to adjust access permissions, document changes in spreadsheets, and manually reconcile invoices. “Without something like Josys, we had to log into every app, manually export users, match them against whether they are currently employed, and review whether they still needed the access to the program. My team was performing a lot of manual work every quarter inside of spreadsheets, taking us a ton of time and effort,” said Tangney. The fragmented process slowed new-hire onboarding, complicated quarterly audits, and obscured redundant seat purchases.

During the very first demo, Josys surfaced \$5,000 in unused licenses, proving ebbo™ immediate return on investment in using Josys’ SaaS Management Platform. After going live, ebbo™ gained single-pane visibility into its entire stack, automated offboarding schedules to the minute, and reclaimed hours of staff time every month all while tightening its security posture.



## The Challenge

Every onboarding, offboarding, or role change began with a familiar ritual: logging into a dozen admin portals, exporting user lists, and cross-checking them against different spreadsheets for licenses, costs, and status. “We are a small, agile team with many priorities. We can't spend all of our time doing user access reviews and license management,” said Tangney.

License drift in GitHub, Adobe, and Asana quietly inflated costs, while quarterly compliance reviews demanded painstaking, line-by-line validation of privileged users. The manual workflow not only drained hours but also exposed security gaps whenever de-provisioning steps were missed or delayed.

## The Solution

Josys replaced ebbo’s maze of spreadsheets and admin portals with one security-first dashboard, giving Nick Tangney’s team real-time control over every account and license. With a single sign-on, the IT team was able to schedule access changes to the minute, pinpoint unused licenses in high-cost apps, and trigger instant alerts when a terminated employee still retained credentials. Quarterly access reviews collected end-user confirmations in a few clicks, enabling the finance department to view spending and renewal data on demand, without having to rely on manual reconciliations.

### With Josys, ebbo™ was able to:

- Schedule onboarding/off-boarding at the exact time of the manager’s request.
- Discover and map unused licenses to users.
- Receive real-time alerts when a departed employee still held an active license.
- Capture app-usage feedback via quarterly access-review surveys for audits and renewals.
- View department owners, monthly spend, and contract dates in a single finance-ready dashboard.



## The Results

The impact of implementing Josys at ebbo™ was immediate and measurable. Within the first demo session, the platform surfaced more than \$5,000 in unused licenses, primarily in GitHub and Adobe, revealing licenses tied to users who no longer needed them. Eliminating these redundancies delivered instant budget relief.



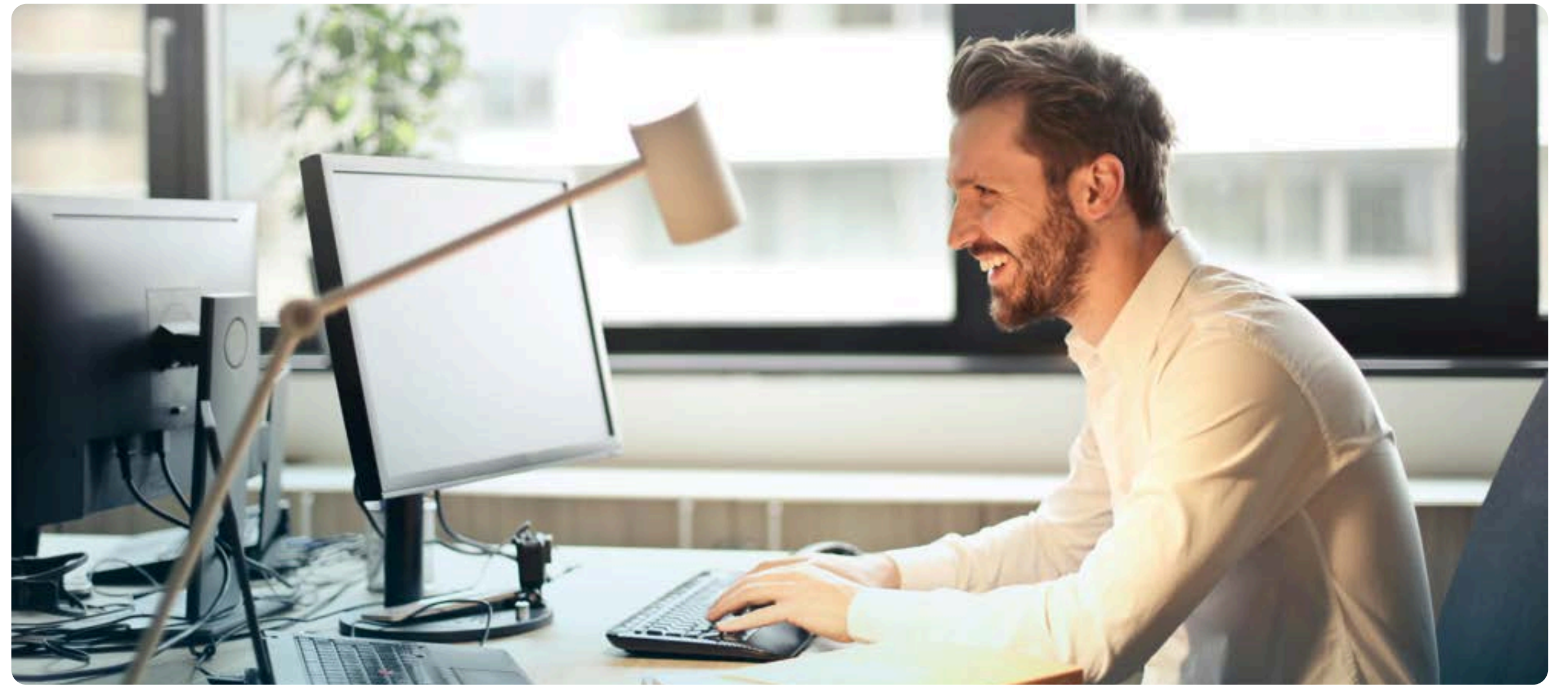
“Just in clearing up our GitHub and Adobe licensing, which was way over provisioned, we saved at least \$5,000 during our first review, and that was just during the demo period of using Josys,”

— **Nick Tangney**  
Systems Administrator at ebbo™

Automation then reshaped ebbo’s™ core IT workflows. Tasks that once required weekend log ins and manual checklists, especially offboarding during busy launch cycles, became seamless, scheduled events. No one on the lean team had to interrupt their vacation time to deprovision access; Josys executed on time, every time.

Tangney said, “I stand by this product entirely. Josys has been fantastic to use. The platform continues to grow with app integrations and other enhancements that take a lot of a headache and complexity out of onboarding, offboarding, and access reviews. Auditing is going to be a very important part of using this product. So I can’t speak highly enough of its ease of use. Josys has been fantastic.”

Centralizing license and access data also reduced audit overhead. Quarterly ISO-aligned reviews now pull accurate user lists and privileged-access details straight from the dashboard, cutting hours of validation work and strengthening security by flagging any orphaned accounts in real time.



## Key Outcomes

- \$5,000 immediately saved by eliminating unused GitHub and Adobe licenses
- Saved about 6 hours of manual team work per month through automated onboarding/offboarding
- Approximately 2 hours saved per new hire thanks to single-pane provisioning
- Lowered audit overhead via centralized license tracking and privileged-access reporting
- Strengthened security by discovering and removing orphaned account access

## Looking Ahead

ebbo™ is already planning its next phase with Josys. The infrastructure team will run quarterly access reviews entirely within Josys, eliminating manual spreadsheets and slashing audit-prep time. When upcoming renewal cycles arrive, Josys’ insights into license usage will right-size purchase decisions for tools like Asana and other app contracts, ensuring ebbo™ never pays for licenses it doesn’t need.

According to Nick Tangney, “Josys has provided us with a more modern approach to SaaS management, helping us streamline the entire access review process for future compliance certifications and improve our overall security posture.”

## About ebbo™

Innovating loyalty since 2001, ebbo™ is an all-in-one loyalty company. Our comprehensive loyalty ecosystem combines technology and data-driven strategy with a full-service approach for a unique, result-driven program that connects and engages customers at scale, and delivers value at the comments that matter most.

## About Josys

Josys is the SaaS Management Platform that simplifies how IT works. Our holistic approach equips IT teams with 360-degree control over their SaaS applications by making it easier to visualize user access, analyze utilization trends, and automate provisioning processes that will make IT operations run more efficiently. Ready to see how much time and budget you can save? Book a demo at [josys.com](https://josys.com).

