

10 Questions to Ask Before Your Next SaaS Renewal

Avoid overspending, lock-in and security gaps by asking these 10 contract-smart questions.

SaaS renewals are high-risk moments. Without visibility into usage, costs and contract terms, you could be locking in waste, risk or inflexibility for years.

Use this checklist to assess your readiness—and avoid the most common (and costly) renewal mistakes.

01 Do you know exactly how many users are actively using SaaS applications?

- Paying for unused licenses is one of the biggest sources of SaaS waste.
- USU's platform automatically detects usage across apps.

Pro Tip

One USU client discovered they were paying for three different project management tools across departments. By consolidating to one, they saved over 250.000 € annually—and improved collaboration.

02 Are you paying for duplicate tools with overlapping functionality?

- Redundant apps = redundant spend. Consolidation opportunities are often missed.
- USU identifies duplicate tools across departments.

03 Do you have visibility into upcoming renewal dates and terms?

- Missed renewals can trigger auto-renewals at higher prices.
- USU tracks renewal dates and contract metadata in one dashboard.

Pro Tip

A USU customer faced a 30% renewal increase from Adobe. With usage data and contract insights from USU, they negotiated it down to 10%.

04 Do you understand the total cost of ownership (TCO) for your SaaS stack?

- SaaS costs go beyond license fees—including support, upgrades, integrations, unused features and shadow IT.
- USU gives you a full picture of TCO by combining contract, usage and financial data—so you can make smarter renewal and budgeting decisions.

05 Do you understand all hidden costs (such as storage, support, data transfer)?

- Many SaaS costs are buried in fine print or usage-based fees.
- USU surfaces hidden costs and usage trends over time.

Pro-Tip

During the pandemic, one USU client used our platform to “true down” their Microsoft licenses after a 20% headcount reduction—saving six figures.

06 Do you have a process to identify SaaS accounts tied to terminated or unknown users?

- Business changes fast—users come and go and your SaaS licenses should as well.
- USU helps track and automate on- and offboarding processes.

07 Are you aware of all the SaaS applications currently being used within your environment? -

- SaaS apps often bypass IT purchasing and security, increasing risk.
- USU identifies shadow IT and supports compliance enforcement.

08 Do you know the total cost of SaaS applications per Cost Center or per employee?

- Without a per-user view, it's impossible to understand the true cost of SaaS across the business.
- USU calculates the total cost of SaaS per employee by combining license, usage and contract data—so you can identify high-cost users, teams or apps and take action.

ProTip

A USU customer discovered that one department had the highest per-user SaaS cost—driven by unused premium features. By switching to a lower-tier plan and removing unused tools, they reduced spend by 40% in that group alone.

09 Do you have a centralized strategy to govern SaaS adoption across departments?

- Without governance, departments purchase tools in silos—creating sprawl, risk and inefficiency.
- USU helps IT and procurement teams rationalize and consolidate the SaaS portfolio.

10 Do you have a plan (and leverage) to renegotiate or exit the contract?

- Without leverage, you're stuck with bad terms.
- USU provides the data and insights to negotiate from strength.

Need help answering these questions?

USU SaaS Management gives you the visibility, automation and insights you need to negotiate smarter renewals—and reduce your SaaS costs by up to 30%.

[Book a meeting with Melissa Mujic](#)

Discover more
on our website:

usu.com
info@usu.com

USU Empowered by
understanding