

**vivun.**

**“Vivun is the platform that every presales leader needs. It’s allowed me to run my team as a business and show their full value to the organization.”**

Nick Durkin, Field CTO,  
Harness

“We finally have the data to make the product changes that truly impact revenue. Do you make one change that affects a \$200K deal, or deliver an enhancement that affects 20 smaller deals worth \$2M? Vivun gives us these answers.”



# HARNESS ACCELERATES ENTERPRISE AND MID-MARKET DEALS WITH PRODUCT INTELLIGENCE FROM VIVUN



## ABOUT

Nick Durkin, Field CTO, began as the company's first sales engineer with sub 10 people. Now manages over 20 pre and post sales people.

- Harness is a Continuous Delivery-as-a-Service company, which has surged to 300+ employees in just a few years.

## COMPELLING EVENTS

- Harness' blazing growth trajectory affected presales as well: the team grew to 20+ pre and post sales professionals.
- Managing such a high-growth team became difficult with no tools other than Salesforce, Jira, and Excel.

## CHALLENGES

- The loudest voice in the company could affect the product roadmap – “But it wasn't necessarily the right voice, or the right output. The voice of presales wasn't being accounted for.”
- “We knew we could close more deals, faster, if we had the data to deliver the product enhancements that the market needed. And I knew my team was the right team to do it.”
- Scaling as a first-time Field CTO. “My team of 20+ grew overnight, encompassing both pre and post sales, and I needed to nail everything – reporting, metrics, resource allocation.”

## VIVUN BENEFITS

- Product innovation led by Presales. AI-powered ability to sift through the noise of product data to get actionable insights – versus trying to jam together Salesforce, Jira, and Excel.
- Ability to forecast deals with enhanced precision. “We find that Vivun enables us to be a ‘reality check’ on the main sales forecast since it takes presales into account.”
- A platform that enables “management at scale” in a growth oriented, often chaotic environment. “Capacity planning became particularly critical, and we've really nailed our hiring timeline and strategy due to Vivun.”
- For the individual sales engineers, a beloved way to enter in the data they care about. “They don't want Salesforce, they want a Chrome extension that enables them to enter what they know about product gaps and technical blockers.”

## VIVUN PARTNERSHIP

“The Vivun team is wonderful. I appreciate the fast turnaround – not just responses, but actual features and enhancements – that I get from the team. They're honest, credible, and a terrific partner.”

## BUSINESS IMPACT

“With the product intelligence we've derived from Vivun, we've been able to close both mid-market as well as enterprise deals faster, because we weren't chasing the wrong features. So I can tie several hundred thousand dollars in ROI to our use of Vivun.”

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Vivun, the world's first platform for presales, helps you beat the competition to product-market fit, revive dormant deals, nail your forecast, and close deals faster. [Vivun.com](https://vivun.com) | [demo@vivun.com](mailto:demo@vivun.com)