

UNIFIED VISIBILITY TURNS CUSTOMER EVALUATIONS INTO VCIO OPPORTUNITIES

How Danory Technology Partners uses Liongard to evaluate customers and land strategic accounts

"We look at them as a business, not just someone who needs tech support — we partner with them to achieve their unique goals. Our relationships are based on trust, and Liongard helps with that transparency."

ADDISON PASIUK
Danory Technology Partners

ABOUT DANORY TECHNOLOGY PARTNERS

Danory Technology Partners offers a range of IT consulting services that are specifically designed to provide small Canadian businesses with big technological solutions. They pride themselves on being a Canadian business devoted to protecting other Canadians and their businesses.

THE CHALLENGE

Danory founder Addison Pasiuk knew that to keep growing his business he needed to focus on turning managed customers into long-term strategic partners. But without full visibility into customer systems, evaluations and audits are time consuming and lack the data and insight needed to address more than basic customer needs.

To demonstrate strategic value to his customers, Addison realized he needed access to historical data that would allow him to make proactive plans instead of reacting to immediate needs. On a quest for data, he turned to Liongard.

AT A GLANCE...

COMPANY



FOUNDED

2015

MANAGED CUSTOMERS

30

CHALLENGE

Customer evaluations can be time-intensive, and lack of visibility into systems makes it hard to provide strategic insight and move beyond a managed service relationship.

SOLUTION

Liongard's unified visibility platform enables fast, comprehensive customer evaluations that go beyond break-fix and turn managed services customers into vCIO partnerships.

IMPACT

\$120,000CAD ARR in new accounts booked in 4 months using Liongard

"The metrics are out-of-the-box fantastic and save a lot of time. We don't have to do any custom coding!"

ADDISON PASIUK
Danory Technology Partners

THE SOLUTION

With access to Liongard's platform, Addison and his team are able to access information for all customer systems, cutting down on manual work and providing a centralized place to view historical data.

To evaluate customers, the Danory team starts with a systems audit that allows them to create custom recommendations for improvements or upgrades. Next, they deep-dive into historical data to help customers understand any issues and provide data-driven suggestions that align with the company's goals. They use the Liongard timeline feature to look back at critical changes and to proactively address any issues, create a plan of action, and help their customers understand the impact outdated systems can have on their business.

Having access to a full spectrum of usage, security and other data allows Danory to customize their client reports and proposals to address specific needs and position themselves as a strategic partner and vCIO. And it allows their customers to make more informed decisions to benefit their business, help reduce costs and maximize existing resources.

One more bonus for Danory is the way Liongard helps remove billing discrepancies—with historical data and automatic documentation, it's easy to show what work has been completed and gives the customer more visibility into what they're getting for their money.

THE IMPACT

Using Liongard's platform to help customers make data-driven decisions has helped Danory create more than \$120,000CAD in annual recurring revenue (ARR) in just four months by offering strategic vCIO evaluations and recommendations.

BENEFITS OF LIONGARD

The Liongard platform empowers MSPs like Danory to use historical data to demonstrate value & provide strategic insight for their customers:

UNIFIED VISIBILITY delivered across the stack by mission critical Inspectors pulling data from more than 50 systems, and a growing number of Integrations, including Hudu, Autotask, ITGlue, Connectwise and Kaseya BMS.

RELIABLE, AUTOMATED DOCUMENTATION with Inspectors and Integrations to track historical changes and keep all documentation up to date, saving time and increasing productivity.

CUSTOM, ACTIONABLE ALERTS eliminate reactive responses so you can stay ahead of issues.

ROBUST REPORTING features the historical configuration data and can be exported and shared in 1-click for easy customer reports.