→ CASE STUDY

Automate to Thrive: Learn How to Standardize, Secure and Scale Your MSP

How machineLOGIC uses Liongard to streamline operations, from onboarding and security to resource management

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ABOUT THE PARTNER

machineLOGIC is an award-winning managed IT service provider, delivering professional services expertise and cloud, security, and collaboration solutions to small and mid-sized companies. They believe that simplicity, innovation and the best people are the keys to every successful business.

WHY LIONGARD

When first signing up for Liongard, machineLOGIC was concerned with change management. Finding out when changes happened, and why, was a major source of frustration and wasted time for technicians. Before Liongard, machineLOGIC didn't have a way to reliably track changes; and trying to investigate where changes originated, or even what exactly changed, resulted in digging through a mountain of data to try and find a resolution.

Liongard helps cut through the noise to get to insights faster, saving time for the team and allowing them to focus on getting to resolution quickly, rather than on discovery.

"It's peace of mind," says Connor Mong, NOC Manager at machineLOGIC. "If something critical breaks, we can jump exactly to when and how it broke and fix it right away instead of having to take downtime to figure out why it broke in the first place. This saves us 30 minutes to an hour for each incident."

After tackling change management, machineLOGIC realized Liongard can be used to increase visibility and save time and money in other areas, so they started expanding their rollout to standardize, secure and scale across the organization.

1.800.332.0460   →   LIONGARD.COM

QUICK LOOK

- → LOCATION: Denver, CO
- → FOUNDED: 2001
- → MANAGED CUSTOMERS: 70

USE CASES

- → machineLOGIC is currently using Liongard for internal and external onboarding, security and other critical issue alerts, change management tracking and internal process improvements.

IMPACT

- → machineLOGIC was looking for more visibility into their systems to improve their change management. What they got with Liongard was a platform that's helped them standardize, secure and scale operations across their entire MSP, saving money for their business, and time and frustration for their staff.

"We saw Liongard as a stand-out product. I can't think of anything comparable that we looked at."

Connor Mong, NOC Manager machineLOGIC

STANDARDIZE

Along with gaining visibility into change management, Liongard is helping machineLOGIC streamline processes across systems. They are currently using Custom Actionable Alerts to perform standardized employee offboarding for their customers, ensuring they'll receive a ticket if a mailbox isn't properly forwarded or a license hasn't been deactivated. This saves the team time and allows them to keep critical customer issues at the top of to-do lists.

machineLOGIC has also been able to realize cost savings from standardizing tools across their stack. Before Liongard, Connor was using an independent identity monitoring application. With Liongard, he has been able to completely replace this tool with more complete data, lowering costs for the organization and streamlining his access to important data.

"I can definitely see us retiring a couple more niche tools that we're using because Liongard provides those capabilities in one tool already."

SECURE

Connor and the machineLOGIC team currently use Liongard to monitor change management in their customers' systems. They use Custom Actionable Alerts to automatically notify the team of any change in privilege level so they can quickly verify the validity of the change and take action if the change came from a compromised user.

"Being able to see how many privileged users we have in Active Directory and M365 has been eye-opening. With one client we found something like 30 domain admins, and that allowed us to jump on that issue right away and manage it proactively."

In addition to change management and monitoring, Liongard has also been helpful when setting up a new SentinelOne instance and alerts at machineLOGIC. Instead of having to go through all 500+ SentinelOne alerts and setting them up individually, Connor and team can set up Liongard threat alerts that show up as tickets in their PSA to let them know immediately if there's an active threat that needs attention.

SCALE

Liongard's comprehensive partner onboarding program helped machineLOGIC save time deploying their own Liongard instance, as well as when training new employees to use the platform. This empowers them to scale their organization more quickly and easily.

"The onboarding process was really fun for me," says Connor. "We currently have over 1,000 systems to set up, so making sure that all the important pieces were set up with Liongard—and the gamification of the process—I loved it. I'd say the process is unmatched with any other tool I've had to roll out. I can't say enough good things about it."

This ease-of-use translates to novice Liongard users as well. With historical data and automatic documentation, helping new employees hit the ground running has never been easier. And saving time on internal hires means the team can focus on servicing accounts, fixing critical issues and growing the business.

IMPACT

- **Full Visibility** delivered across the stack by mission-critical Inspectors pulling configuration data from Active Directory, M365, SonicWall, IT Glue, SentinelOne and more.
- **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** keep critical issues top-of-mind and eliminate reactive responses so you can stay ahead of issues.
- **Comprehensive Onboarding** makes setting up your instance fast and easy, and allows new employees to get up to speed faster.

> "Liongard turned a lot of reactive situations into proactive situations, which is great for us, and great for our support team in terms of staying ahead of customer tickets and providing an increased level of service."
>
> **Connor Mong, NOC Manager machineLOGIC**

UNIFIED VISIBILITY

ACTIONABLE ALERTS → AUTOMATED DOCUMENTATION → REPORTING METRICS