

→ CASE STUDY

Liongard Saves MSP \$75K

Early adopter declares Liongard the best investment their MSP has ever made

ABOUT THE PARTNER

Established in 2001, ES Consulting takes a holistic approach to serving its customers and helping them grow. This includes extensive industry expertise, adherence to best practices and investing in its infrastructure to automate for greater efficiency.

The nationally renowned MSP has been featured on Inc.'s lists of Best Workplaces and Top 5,000 fastest-growing privately held companies, and has become a mainstay on Channel Futures' MSP 501 annual list of top managed services providers in the world.

BEFORE LIONGARD

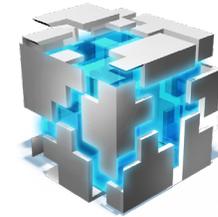
Because every technician at ES Consulting is considered Tier 3, whichever tech responds to a ticket manages it from start to finish. This superior knowledge base greatly benefits its customers but also requires accurate data, efficient processes and proactive problem solving to remain profitable.

In search of more automation around their documentation and data management, ES Consulting's President and CEO Dennis Fox and the MSP's jack-of-all-trades, IT Consultant Bill

"Liongard is the BEST INVESTMENT
this company has ever made."

Bill Knox, IT Consultant, ES Consulting

Knox researched Liongard soon after its initial launch. Seeing its potential to automate manual tasks and documentation, and thus improve ticket time-to-resolution for its techs, Knox fell in love with the platform and quickly moved forward with implementation.



ES | CONSULTING
TECHNOLOGY SOLUTIONS PROVIDER

QUICK LOOK

- SIZE: 19 Employees
- LOCATION: Ontario, OH
- FOUNDED: 2001

THE PROBLEM

- ES Consulting needed an automated solution for documentation and manual tasks to improve ticket time-to-resolution

THE SOLUTION

- Liongard automatically scans for issues and missing documentation and alerts when it finds a concern

THE OUTCOME

- Liongard's automation provides a cost-effective way to better serve customers and scale operations

LIONGARD SOLUTION

AUTOMATED ALERTS SAVE TIME AND INCREASE TECH EFFICIENCY

Initially, ES Consulting ran every Liongard inspector to detect stale documentation. The Actionable Alerts generated tickets for the MSP's engineers, so they could update data and fix previously undetected issues.

Once its existing data had been refreshed and corrected, the MSP continued using Liongard to automate documentation and increase its efficiency. The techs usually don't realize that it's running in the background 24/7, but they work smarter because it is. **Instead of the MSP having to search manually for issues like unused or duplicate Office 365 licenses, out-of-date security certificates, disabled multi-factor authentication and critical changes, Liongard silently inspects data and sends alerts when it detects issues.**

The MSP first deployed Liongard to a cross-section of its clients to specifically evaluate the platform's value for different industries and customer sizes. Fox concluded that there were no vertical limitations to the platform's capabilities, and said they'll deploy it for all new customers.

IMPACT

A COST-EFFECTIVE WAY TO BETTER SERVE CUSTOMERS AND SCALE OPERATIONS

As early adopters of Liongard automation, ES Consulting has been taking advantage of each addition and improvement Liongard continues to make. "The more we can get software to do for us, the better."

More automation and increased visibility have led to greater efficiency of its techs and much less time spent on manual tasks, resulting in time and cost savings as well as a higher level of focus on customers.

"I don't even know how many man-hours we're saving each week [using Liongard], but it's a fairly large sum, I would wager."

Bill Knox, IT Consultant, ES Consulting

"We would have had to add more bodies to do the same tasks that Liongard automation does for us,"

Bill Knox, IT Consultant, ES Consulting

"Liongard pulls all these issues and brings them to our attention so we can focus on making our customers happy. I can flat-out tell you, it makes my job easier. I spend less time digging for info and more time talking to people," said Knox.

Though the seasoned MSP doesn't formally track KPIs, they're confident that day-to-day performance has been significantly impacted by using automation.

"We would have had to add more bodies to do the same tasks that Liongard automation does for us," Fox said, noting that hiring another employee would cost about \$75K per year, but without the accuracy they get with Liongard.

By increasing efficiency and helping ES Consulting provide better service, Liongard continues to positively impact the MSP in ways it never could have imagined.

UNIFIED VISIBILITY

ACTIONABLE ALERTS → AUTOMATED DOCUMENTATION → REPORTING METRICS

