

→ CASE STUDY

Liongard's Alerts Simplify Audits, Cut Onboarding Time by 50%

Healthcare-focused MSP finds tremendous value in Liongard's Actionable Alerts.

ABOUT THE PARTNER

A SMALL TEAM COMMITTED TO DELIVERING ACCURACY AND EXCELLENT SERVICE

Since 2014, 5th Gear Technology Concepts has been managing IT services for primarily healthcare-based clientele. President Glenn Porter and his team of four manage 80 customers with more than 400 users and approximately 875 endpoints. With 90% of its clients in the healthcare industry, 5th Gear must adhere to strict HIPAA rules and regulations in its operation, as well as undergo thorough annual audits. The more visibility and the more touchpoints they are able to have, the better they can meet these demands and continue to prove their worth to their clients.

"Liongard automation is a great tool and has paid for itself a thousand times over—IT'S WORTH EVERY PENNY!"

**Glenn Porter, President, 5th Gear
Technology Concepts**



LIONGARD AUTOMATION RESULTS BY THE NUMBERS

- Reduced onboarding time by 50%
- 15% of staff time freed up
- Used in securing 2 new accounts – \$65,000/ARR (annual recurring revenue)



QUICK LOOK

- SIZE: 5 Employees
- LOCATION: Nashville, TN
- FOUNDED: 2014
- MANAGED CUSTOMERS: 80
- ENDPOINTS: 875
- END USERS: 400+

THE PROBLEM

- Incomplete documentation scattered across multiple tickets

THE SOLUTION

- Liongard's automated documentation paired with custom Actionable Alerts

THE OUTCOME

- Liongard's automation helps 5th Gear attract clients, maintain HIPAA compliance and reduce stress

BEFORE LIONGARD

MANUAL AND MISSING DOCUMENTATION

5th Gear Technology Concepts' President Glenn Porter takes a proactive approach to his company, always on the lookout for ways to take his MSP to the next level. Though he had heard of Liongard previously and found the concept interesting, he was hesitant to sign on for another tool at the time. It wasn't until one fateful day when he went digging through countless tickets and documentation looking for an answer to a client's question and, frustrated he couldn't find it, finally decided it was time to give Liongard's automated documentation tool a try.

"The documentation is great, but as a whole, Liongard automation does SO MUCH MORE. The ACTIONABLE ALERTS are the real bread and butter of the tool."

**Glenn Porter, President,
5th Gear Technology Concepts**

LIONGARD SOLUTION

AUTOMATED DOCUMENTATION—AND SO MUCH MORE

Porter gave Liongard automation a whirl, knowing he had a satisfaction guarantee. He took time to learn its features and how to best take advantage of the data now at his fingertips, and he recommends others do the same. "Just jump in and try it, if you're serious about getting your house in order."

Though putting documentation on autopilot and speeding up onboarding initially lured Porter to Liongard, he and his team found even greater value in Liongard's Actionable Alerts.

His team had always relied on their RMM to find changes and anomalies, but with Liongard's automation they received much more granular data. And because it talks directly to firewalls and Active Directory, Liongard can detect and alert the 5th Gear team when firewall rules are changed, users are added or accounts need to be disabled. The constant monitoring and actionable alerts trigger tickets for important issues needing attention.

IMPACT

ACTIONABLE ALERTS SAVE TIME, DECREASE STRESS, HELP BRING IN BUSINESS

Liongard's automation proved valuable in more ways than Porter initially expected:

- 5th Gear's auditing process has become "much less painful," according to Porter.
- **Liongard has reduced the onboarding process time by 50%.**
- "I have no doubt it's saving my engineers an hour to an hour and a half each, per day," he says. **That's an average of 15% time saved.**
- Keeping documentation up to date has become much easier for the team. Instead of searching numerous programs for important data, the MSP can access the consolidated info from Liongard in IT Glue.
- **Porter has used Liongard's Timeline feature to close two accounts—totaling \$65,000 in ARR—with regional hospitals.**
- Knowing their MSP is mitigating risk and making the IT industry stronger has impacted Porter directly: "I sleep better at night!"

As 5th Gear Technology Concepts grows, Porter plans to roll Liongard out to more complex environments and larger customers. As its partner, Liongard will continue to deliver value and strengthen the IT industry for all.

UNIFIED VISIBILITY

ACTIONABLE ALERTS → AUTOMATED DOCUMENTATION → REPORTING METRICS

