

UNIFIED VISIBILITY LEADS TO INCREASED PRODUCTIVITY, PROACTIVE SERVICE

Liongard Roar automation platform allows MSP to maximize efficiency and minimize human error

ABOUT THE PARTNER

Family-owned and -operated since 1980, Bellwether Technology serves 150 managed customers spanning industries such as healthcare, legal, engineering and more in Louisiana and the Gulf South. This diverse client background requires that their own team have experts working at all levels to help their clients excel.



KEY INSIGHTS

SIZE: 60 Employees

LOCATION: New Orleans, LA

FOUNDED: 1980

MANAGED

CUSTOMERS: 150

ENDPOINTS: 7,500

END USERS: 4,500 – 5,500

THE PROBLEM

The Bellwether Technology team was experiencing issues with creating and maintaining consistent and up-to-date documentation. Security engineer Everett Odom explains, “You don’t know what you don’t know; everyone has their skill sets and their own way of documenting information.” Because of the company’s diverse group of engineers, the data capture was not consistent and the data storage methods varied based on individual preferences. This lack of consistency became increasingly challenging as their customer base grew and adopted more technology.

The company knew that capturing data consistently and leveraging it to respond to issues proactively would help them become more efficient and ultimately provide better service to its customers. To help with this challenge, they turned to Liongard.

THE SOLUTION

LIONGARD ROAR AUTOMATION PLATFORM

The team at Bellwether Technology embraced the Liongard Roar platform for automated, uniform and up-to-date documentation and actionable alerts. Once set up, the Roar inspectors automatically retrieve data and identify configuration changes daily. This deep, unified visibility of all systems in the stack, accessible in a centralized location, makes information easy to find and allows for reporting on systems at scale. With the data now at their fingertips, and alerts to forewarn them of emerging issues, the Bellwether Technology team could make more effective use of everybody’s time.

UNIFIED VISIBILITY FROM ROAR HAS ALLOWED BELLWETHER TECHNOLOGY TO:



More effectively use skill sets



Increase productivity



Proactively serve customers



Save their customers money



Decrease resolution times



Spend more time on training

THE OUTCOME

AUTOMATED DOCUMENTATION AND BEYOND

After implementing Roar, Bellwether Technology experienced results beyond their expectations.

Automated documentation in the Roar platform easily addressed the manual processes that had plagued the company and drastically reduced how much time was needed to perform tasks.

The new automated process also minimized human error, improved their methodology for licensing renewals, and significantly decreased times for deployment project work—saving their customers money.

Bellwether Technology's experienced engineers can focus on more challenging tasks, while its account managers and sales team find peace of mind in the accuracy provided by the platform's automation. "It gives you that big-picture view" said Odom.

Actionable alerting from Roar allows Bellwether Technology to move seamlessly from documentation to the next step—what to do with that information once it's in there. The company has used the alerts to fill in the gaps from their PSA to provide greater visibility into potential issues.

The alerts have also streamlined the process of onboarding team members. "We are now able to easily train new hires on how to resolve alerts constantly," Odom said, by teaching the Roar inspector and turning alerts on.

Deep visibility combined with actionable alerts have also had an unexpected, positive impact. "One thing we did not anticipate was how Roar would help us solve issues we didn't know we had," Odom explained.



**BEFORE ROAR,
QBRs WERE
LEVERAGED
TO CHECK THE
DOCUMENTATION.
NOW, WE JUST
USE ROAR!**

*- Everett Odom, Bellwether
Technology Security Engineer*



**IT'S DEPTH AND WIDTH IN ONE PLATFORM.
ROAR'S GOT YOUR BACK.**

- Everett Odom, Bellwether Technology Security Engineer

The **reporting and metrics** available through Roar have saved hours of time every week for Odom and his colleagues. For instance, using Duo didn't allow for reporting across multiple tenants. With approximately 150 clients, it's time-consuming for the Bellwether Technology team to log in to each client to verify they hit the bypass. Odom leveraged the power of Roar data plus BrightGauge to set a four-hour inspection to check if a client has set it to "bypass." This allows him to quickly check when and by whom a change was made and perform the required resolution. By closing this gap, Roar inspectors have enabled Bellwether Technology to be proactive, not reactive.

UNIFIED VISIBILITY

ACTIONABLE ALERTS

AUTOMATED DOCUMENTATION

REPORTING METRICS