MSP
Central Technology Solutions

CASE STUDY

How CTS used **SaaS Alerts** to keep both their clients and themselves secure and drive sales for their MSP.

OVERVIEW

SaaS Alerts' Partner Central Technology Solutions (CTS) is a Managed Service Provider (MSP) for small-to-medium sized businesses throughout Central Virginia. Ben Jones, Director of Centralized Services at CTS is responsible for the management and the implementation of best practices for the company's technology stack.

- CTS monitors approximately 800 endpoints across its 20+ customers.

- CTS' MSP tools currently include NinjaOne, IT Glue, Liongard, SaaS Alerts and Vade Secure.

CHALLENGE

Prior to using SaaS Alerts, CTS did not have any SaaS security in place to monitor their customers' SaaS applications, leaving a big hole in their security. Additonally, CTS found it challenging to sift through various dashboards to look for alerts. Ben Jones compared it to "trying find a needle in a haystack". To effectively secure all of their customers' SaaS applications, CTS needed a way to:

- Identify impossible travel scenarios

- Require customers to enable MFA on their SaaS applicatons

- Gain a better understanding of who was logging into Microsoft Office accounts without having to pour over numerous logs

- Identify data loss in their customer SaaS applications

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SOLUTION

Ben had researched several SaaS security vendors, but he wasn't able to find the right fit for CTS' customers' needs, which included better visibility into their PSA tools. After learning about SaaS Alerts and its many features, including reporting and threat remediation, he implemented it on his customer base. Critical threats were immediately discovered and easily made visible to his team.

SaaS Activity Management
Customize security events across several applications and receive instant alerts in real-time. SaaS Alerts also integrates with your existing PSA tools.

Powerful Reporting
Gather full visibility into SaaS security events by reporting user behavior for every client, while demonstrating value to existing customers and prospects.

Automatic Threat Remediation
Automate security tasks through creation of rules to detect and immediately respond when a breach occurs, saving you critical time and money.

"MSPs are not set up to have someone staring at logs all day, so we needed a tool that could filter out the noise and alert us to the critical alerts."

- Ben Jones, Central Technology Services (CTS)

RESULTS

SaaS Alerts' visibility allows CTS to catch critical security alerts in their customers' SaaS applications in real-time, so they can be addressed quickly and efficiently. In addition, SaaS Alerts produced the following results for CTS:

Quick Alerting & Action
SaaS Alerts stopped an attack CTS otherwise would not have known about that could have led to something more disastrous.

SaaS Alerts as a Revenue Generator
Ben uses SaaS Alerts reporting to show the value of MFA to current customers. He says, "The report is easily understandable and it's a little shocking, which is good. Sometimes people need a little kick in the butt to realize the importance of their security."

Integration with MSP Tools
CTS uses both IT Glue and Ninja One and Ben considers these integrations" the icing on the cake" of using SaaS Alerts, allowing visibility into his own team's security.

SaaS Alerts as a Prospecting Tool
A company reached out to CTS because they were a victim of an internal threat and lost $150,000. CTS immediately implemented SaaS Alerts, so they could determine from where the account was being accessed and gain more visibility on the attack. Ben says, "If they had SaaS Alerts on their applications from the start, we would have been able to tell them exactly where the attack came from". As a result, CTS won a new customer.

Request a Demo

or email sales@saasalerts.com to secure your
SaaS applications and drive the value of your MSP.