

Central Technology Solutions

How Central Technology Solutions (CTS) uses SaaS Alerts to protect their customers, grow their business and make more money.

MEET THE MSP

Ben Jones, Director of Centralized Services at CTS, which serves small and medium-sized businesses throughout Virginia.



By the Numbers

20+ Customers

800 Endpoints

Current Tech Stack

NinjaOne

IT Glue

Liongard

Vade Secure

SaaS Alerts

Challenge

Before using SaaS Alerts, CTS didn't have any way to monitor their customers' SaaS applications, leaving a big hole in their security. Additionally, CTS found it challenging to sift through various dashboards to look for alerts.

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 applications
- Identify data loss in their customers' SaaS applications
- Gain a better understanding of who was logging into Microsoft Office accounts – without having to pore over numerous logs



“Before SaaS Alerts, sorting through the dashboards was like trying to find a needle in a haystack.”

– Ben Jones, Central Technology Services (CTS)



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Solution

Ben had researched several SaaS security vendors, but he wasn't able to find the right fit for his needs, which included better visibility into CTS' professional services automation (PSA) tool.

After learning about SaaS Alerts and its many features, he implemented it across his customer base. Critical threats were immediately discovered and easily made visible to his team.

What CTS Loves About SaaS Alerts

SaaS Activity Management	Powerful Reporting	Automatic Threat Recommendation
Customize security events across applications and receive instant alerts in real time. SaaS Alerts also integrates with existing PSA tools.	Gather full visibility into SaaS security events by reporting user behavior for every customer while demonstrating value to customers and prospects.	Automate security tasks by creating rules to detect and immediately respond when a breach occurs, saving critical time and money.

Results

SaaS Alerts is helping CTS:

Stop Attacks in Their Tracks

SaaS Alerts stopped an attack on one of CTS' customers that the company might have otherwise missed. This helped them deliver real value — and prevent a potential disaster for their customer.

Protect Internal Operations

SaaS Alerts integrates with the tools CTS uses every day, including IT Glue and NinjaOne. Ben says these integrations are “the icing on the cake” of SaaS Alerts, providing extra visibility into his own team's security.

Get More Customers

During a prospecting call with a company that had already lost \$150,000 to an internal attack, CTS implemented SaaS Alerts and was able to pinpoint exactly where the funds were being accessed. It goes without saying that CTS won a new customer that day.



“Sometimes people need a little kick in the butt to realize the importance of their security.”

— Ben Jones, Central Technology Services (CTS)



Since this interview, Ben Jones has joined SaaS Alerts as a Sales Engineer due to his experience with our product. Please [let us know](#) if you'd like to speak to Ben directly.