TransformITive

TransformITive specializes in Microsoft 365 design and deployments, including Azure Cloud Solutions, SharePoint, Microsoft Teams and Microsoft Team Phone solutions.

MEET THE MSP

Joe Markert
CEO of TransformITive

> ❯ **Location**
> Berkeley, California

> ❯ **By the Numbers**
> 25+ Years Experience

Challenge

As the need for digital transformation skyrocketed post-pandemic, Joe Markert's company, TransformITive, was ready to take on the challenge. To help usher their clients into a new era, Joe's team started offering SaaS audits. These helped clients understand what SaaS platforms they were signed up for, the tasks each tool performed and how much each service cost.

The problem? To offer that valuable service to clients, Joe and his team had to "cobble together" the necessary data. They needed a better solution for collecting the info and integrating it with TransformITive's professional services automation (PSA) tool.

TransformITive also needed a more holistic security program for its end users.

To do that, the team needed a tool that could organize and communicate security alerts more efficiently. They also wanted

> **"We didn't want to just sell security. We wanted to assure security."**
>
> — *Joe Markert, TransformITive*

something that could filter out the noise and get the most important alerts in front of the team — so they could take action.

On top of all that, the TransformITive team wanted to save time on baseline deployments for their clients. Within a growing business, it was important to find a more efficient way to deploy these crucial security configurations.

Solution

Every MSP wants to do more with less. That's why we built the SaaS Alerts Respond module. It helped TransformITive set up automations that can tackle any low-level security issues that don't require a human touch.

TransformITive also implemented SaaS Alerts' Fortify module to automate security configurations for clients.

> "We wanted a tool that could take some simple, tier-one steps out of the hands of a technician and automate them based on known variables. That ability was integrated right into SaaS Alerts, which was huge for us."
> — *Joe Markert, TransformITive*

Results

SaaS Alerts has helped TransformITive:

Gain more ZZZ's thanks to more automations
Hackers work nights — and MSPs often feel like they should too. But the TransformITive team enlisted the support of a 24/7 coworker: SaaS Alerts.

With SaaS Alerts in place, technicians rest easy knowing the tool can run in the background, filter out less important alerts and prioritize the vital ones. Joe's team can also rely on SaaS Alerts to automatically take care of the easier-to-solve security problems — without needing to wake up the human technicians.

"There are billions of security signals coming through Microsoft's platforms each day," says Joe. "As an MSP, that's a lot of noise. Being able to catch the important signals and knowing there's automation in place ready to take action — that covers our SaaS all day long, including while we're sleeping. It turns out, sleep is something humans need and like to do."

Save dozens of labor hours
Not only is TransformITive saving time by leaning on SaaS Alerts' Respond automations to take care of security concerns, the team has also reduced the hours it takes to deploy security configurations for their clients. The Fortify module helped TransformITive reduce their configuration deployment hours to a fraction of what they were before.

"It could take us 40 hours to deploy Microsoft's full security stack, "Joe recalled. "We had to go in and twist all the knobs and flick all the switches to do the configuration. Now we can bring that down to 10 or 15 minutes through automation. That's the value of the SaaS Alerts Fortify module — it saves us dozens of hours a month."

Gain an edge against the competition — and take a step into the future
Today's MSP world is a far cry from what it used to be. Hackers keep finding new ways to stir up trouble, and MSPs increasingly have to keep up with all those evolutions.

But with SaaS Alerts in place, TransformITive feels like it's ready to take on that new era. By offering more valuable security services to their clients, they're a step ahead of their direct competitors. They're also a step ahead of hackers' increasingly sophisticated attacks, as well as cyber insurance providers' requirements.

Let us know if you'd like to learn how we can help you Cover Your SaaS.

SaaS Alerts™