



## Ark Solvers

ARK Solvers wanted to evolve from a break-fix model to a more robust, proactive MSP business. To aid that transition, they used SaaS Alerts to help scale their services, keep up with a hectic cybersecurity landscape and demonstrate more value to their clients.

### MEET THE MSP

Reginald “Andre” Andre  
CEO of ARK Solvers



#### Location

Ft. Lauderdale, FL

#### Offerings

- Cybersecurity
- Business continuity
- IT consulting
- Cloud services
- Managed IT services
- Office 365 migration

## Challenge

Like many MSPs, Reginald “Andre” Andre and his company, ARK Solvers, were great at handling day-to-day, break-fix needs for clients. If a problem arose, the ARK Solvers team was on it.

But as busy as the hacking community is these days, Andre knew that model had its limits. He wanted to implement more proactive tools to manage clients’ cybersecurity – not just wait for something to go wrong.

“Before SaaS Alerts, we weren’t managing our clients’ SaaS applications – and that’s scary. As the overall IT landscape evolved, we realized we needed to mature our business model.”

— Reginald “Andre” Andre, CEO of ARK Solvers

Andre and his team managed an increasingly complex web of clients, many with access to sensitive information. They needed a solution that could help them monitor login records, plus SharePoint access and file sharing.



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## **Solution**

ARK Solvers began using SaaS Alerts in their sales strategy to educate potential clients on security risk and position the company as the solution.

With current clients, Andre and his team now implement travel protocols to better manage and monitor remote employees. If an employee has plans to travel outside their established geolocation (even just to a different state), they must let Andre's team know. Otherwise, ARK Solvers uses SaaS Alerts to shut down the account. This way, the team can keep track of who logged in from where — and whether any suspicious logins require further action.

The ARK Solvers team also set up notifications for SharePoint to track whether files are opened from outside of a specified territory.

For all new clients, ARK Solvers automatically includes SaaS Alerts in their security package.

## **Results**

SaaS Alerts has helped ARK Solvers:

### **Add a New Prospecting Tool**

Sometimes, a little fear can go a long way — especially when it comes to selling cybersecurity.

When a potential client comes Andre's way, he and his team connect that company to SaaS Alerts. As part of ARK Solvers' sales presentation, they show the prospect all attempted logins and SharePoint audit logs.

Clients can quickly see what's going on behind the scenes and where their environment's security has holes. And as the team that shined the light on those gaps, ARK Solvers can position themselves as the solution.

### **Keep Up With the Current Cybersecurity Landscape (Stress-free!)**

Hackers are crafty — and getting craftier. To keep them at bay, MSPs have a couple of choices: be proactive and keep attacks from happening in the first place. Or, scramble to react quickly when something eventually goes wrong.

For Andre and his ARK Solvers team, avoiding the stress of an emergency scramble is worth every penny.

### **Become More Valuable Problem Solvers**

Many of Andre's clients deal with sensitive financial information. The risk is high — so security needs to be at the same level.

The traditional MSP model of "something breaks, we'll fix it" just isn't enough anymore. Andre recognizes that. He uses SaaS Alerts to identify security gaps before they turn into a crisis for his clients.

[Let us know](#) if you'd like to learn how we can help you Cover Your SaaS.