![SaaS Alerts — A Kaseya Company]

Enterprise Data Concepts

How SaaS Alerts helped Enterprise Data Concepts reduce overwhelm and scale the business.

MEET THE MSP

Roddy Bergeron, Chief Information Security Officer at EDC, which offers managed IT solutions.

> **Location**
> Lafayette, Louisiana

> **By the Numbers**
> 20+ Years in Business
>
> 1,200 users (~800 in SaaS Alerts)

Challenge

Inundated: that's the word Roddy used to describe the EDC team before SaaS Alerts.

They actively monitored their customers' Microsoft 365 alerts — but there was so much noise, it was overwhelming to make sure nothing fell through the cracks.

This manual approach created serious risk management gaps. (What happens if the EDC team is sleeping? Does someone have to always be on call?)

And this problem wasn't just an issue for EDC customers. The onslaught of alerts also left very little space to scale the business.

Solution

EDC leaned on automated scripting tools from SaaS Alerts to complement the team's manual work — and even replace some of it. Roddy and his team set up rules within SaaS Alerts. Whenever an alert about a potential threat popped up, the preset rule could jump into action and remediate the problem.

> ❝ **"It was always in the back of my mind that there had to be something better out there."** ❞
>
> — *Roddy Bergeron, Chief Information Security Officer at EDC*

Results

SaaS Alerts is helping EDC:

Scale Their Services Thanks to SaaS Alerts, no one has to be at their computer at 6 a.m. running through alerts by themselves. Once SaaS Alerts took away that burden, the EDC team could get out of the day-to-day and focus on proactive, strategic work for their clients.

Cover Their Customers' SaaS — Without Always Being on Call On his way to lunch one day, Roddy got an alert about a strange login from Belgium purporting to be one of EDC's clients. Before he'd even sat down to eat, the SaaS Alerts automations had already kicked in, blocked the login and signed the imposter out. The customer gained peace of mind — and Roddy gained back his lunch break.

Empower More Proactive Management With SaaS Alerts, EDC can stop potential problems from turning into actual problems. Roddy began noticing certain users had permission to download third-party apps to their Microsoft account — even when those settings weren't turned on. With better visibility, he could proactively create more secure internal processes before a bad actor starts downloading things they aren't supposed to.

Offer Better Value to Customers, Win More Business and Make More Money With SaaS Alerts, EDC can respond to active threats faster — and get ahead of potential new ones. Even when there are false positives, customers recognize and appreciate the extra diligence. With more robust monitoring, EDC can offer more value to clients and justify higher prices. Peace of mind is worth every penny.

What EDC Loves About SaaS Alerts

Value Add for Customers	Low Cost, High Impact	It Doesn't Take Sick Days
Customers can see in real time the value EDC provides when potential threats are identified (even if they turn out to not be malicious).	SaaS Alerts is a high-value investment, especially when factoring in its long-term benefit to both EDC's customers — and the EDC business itself.	With the potential for automated scripts running constantly in the background to monitor and even remediate issues, EDC basically gained a 24/7/365 team member.

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

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