![SaaS Alerts — Cover Your SaaS]

WOM Technology Management Group

MEET THE MSP

Kirolos Abdalla
CTO

› Industries Served

- Education
- Energy and utilities
- Financial and banking
- Government and municipal
- Healthcare and medical
- Hospitality and travel

- HR, staffing and recruiting
- Legal
- Manufacturing and engineering
- Marketing and advertising
- Nonprofit and not-for-profit
- Retail and e-commerce

Challenge

"A headache."

That was the only way Kirolos Abdalla could describe the process he and his team at WOM Technology Management Group used to track their clients' SaaS activity.

The team regularly spent 30 minutes to an hour going through audits and security and compliance checks per client, per day. That time investment was manageable when WOM first got started and only had a handful of clients. But scaling the business with that approach? It felt impossible.

> "It was easy when we had two clients. Look here. Look there. We're done. But when we started to scale, we needed multi-tenant capability."
> — *Kirolos Abdalla, WOM Technology Management Group*

Plus, with more and more clients moving to hybrid work environments in a post-pandemic world (and therefore more employees working remotely) WOM had to track more geolocations. With people logging in from all over the world, WOM needed a more effective tool to manage that risk.

Solution

WOM manages 250+ users — and has implemented SaaS Alerts with about 150 of them.

Using the Respond module, WOM set up automations that kick in and block suspicious login attempts that don't match the end-user's home base.

The team also uses the SaaS Alerts Unify module to match a particular end user with a specific computer and specific location. Using their existing RMM agent, WOM can reconcile end-user device data with SaaS data to ensure all logins are authorized.

Results

SaaS Alerts has helped WOM Technology Management Group:

Block Suspicious Logins and Protect Their Clients' SaaS

New Year's Eve. Not the time or place an MSP wants to get a client security alert. But that's what happened to Kirolos. Among all the holiday hoopla, he looked down at his phone to see someone had tried to sign into his client's account … from India.

Luckily, WOM had already set up SaaS Alerts to handle the situation. The Unify module establishes what constitutes an "authorized" login. The Respond module's automations then block any that don't fit the bill.

Instead of having to scramble to find a laptop on New Year's, Kirolos simply glimpsed at his phone and breathed a sigh of relief. *Everything was taken care of.*

> " "By the time I saw it, the sign-in was blocked, the password was changed and the risk had been mitigated right away. It would have been a big deal if that automation wasn't there."
>
> — *Kirolos Abdalla, WOM Technology Management Group* "

Prove their Worth to Skeptical or Problem Clients

Eight months. That's how long it had been since Client X (name changed to protect the guilty) had paid their bill. They owed WOM more than $100K. Still, Kirolos and his team wanted to protect the client. So they kept SaaS Alerts running in the background, despite the debt.

That decision saved Client X's SaaS. One day, WOM detected a login from Virginia — even though the client is based in Florida. Kirolos' team called the client to confirm no one had traveled north. Sure enough, Client X was under (cyber) attack. WOM did an incident response to determine what damage had been done. Kirolos also called the SaaS Alerts team to validate the breach — and discovered even more pieces of the account had been impacted.

Despite being six figures in the hole, Client X quickly realized just how important this bill was to the future of their company. They were deeply appreciative to WOM for continuing work — and saving their SaaS. Now, WOM not only has concrete proof of their worth. But also strong proof of how much they care about the client's security.

Save Critical Hours, Gain Peace of Mind

No more spending an hour per day, per client tracking login reports. Now, Kirolos spends about 30 minutes in the morning on those tasks — total. The time he saves can now be spent on other, more high-impact initiatives.

And despite working fewer hours to mitigate day-to-day risks, the WOM team has gained more peace of mind. They now feel confident that lower-level security risks are automatically handled by the Respond module. Clients' security no longer has to rely solely on the human team at WOM to work endless hours.

> "Now I worry less about potential risk when I'm sleeping. That's a really big deal for me. Before SaaS Alerts, when I went to bed, I thought, 'Hackers don't sleep. What will happen if I do?"
>
> *— Kirolos Abdalla, WOM Technology Management Group*

Improve Prospecting — and Almost Double Closing Percentages

With such an increase in remote work, WOM's clients knew they needed a better way to manage security risk. They just didn't know what that solution looked like — until WOM presented it to them.

For any potential new client, WOM performs a SaaS security assessment by connecting the prospect's environment to SaaS Alerts. Once SaaS Alerts starts pulling login data, gaps in the organization's environment quickly become obvious.

If a company has 20 different end users in 20 different geolocations, for example, they can clearly see — within one tool — the security risk of that distributed workforce. Where was that 21st login coming from? And the 22nd? And the 30th?

After the security assessment, WOM's conversations with prospects hammer home the value of what they've seen. And this leads to winning more sales. **Closing percentages at WOM went from 15% to 28% after implementing SaaS Alerts.**

> "Those assessments are really where you show clients the gap between the security they need and the security they have. This helps show how dangerous their environment really is. SaaS Alerts plays a big, big role there."
>
> *— Kirolos Abdalla, WOM Technology Management Group*

Break Old Workaholic Habits

With increased peace of mind, the team at WOM can now strike a better balance in their personal lives.

Like so many MSPs, Kirolos had long felt tied to his computer 24/7. He constantly worried he would miss something critical if he fell asleep even for a few hours.

> "I'm a workaholic. I could easily spend 16 hours a day in the office and another three to four hours working after midnight. I was scared something would happen. Now, SaaS Alerts covers my SaaS every night."
>
> *— Kirolos Abdalla, WOM Technology Management Group*

Kirolos can rest easy now. Which makes SaaS Alerts a literal *dream come true*.