![SaaS Alerts — Cover Your SaaS]

Nero Consulting

MEET THE MSP

Anthony Oren
CEO of Nero Consulting

By the Numbers
- 2,000+ end users managed
- 1,400+ protected by SaaS Alerts

> **Location**
> New York, NY

> **About Nero Consulting**
> - Serves small to mid-sized businesses
> - Global customer base

Challenge

As a successful managed service provider (MSP) with customers all over the world, Nero Consulting was practically swimming in data.

But actually *strategically utilizing* that data? Forget about it. It was hard enough just to *harness* it. Anthony's team constantly had to switch back and forth among multiple portals for multiple clients to correlate security alerts.

Too many open tabs. Too many dashboards. Too much noise.

It was the cyber equivalent of 100 different fire alarms going off, with no obvious signs of smoke.

Where was the actual fire?

"We weren't making sense of the data we had. There was a lot of noise but not a lot of value. We were suffering from alert fatigue."

— *Anthony Oren, CEO of Nero Consulting*

<u>Challenge</u> (<u>cont.</u>)

On top of the noisy alert environment, there was also the chaos of managing remote workers. After 2020, many customers' employees headed to home offices. For Nero Consulting, it was no longer enough to have just a strong firewall and anti-malware in their security stack.

Anthony's team needed to offer better, more extensive protection.

> " "Before Covid, monitoring an office with 100 employees meant tracking logins from just one IP address. Now, in the 'work from home' era, we need to manage those same 100 employees from their individual home networks, so we're effectively monitoring 100 separate offices." "
>
> *— Anthony Oren, CEO of Nero Consulting*

Nero Consulting needed a streamlined solution that would quiet the noise — without compromising on their clients' cybersecurity.

<u>Solution</u>

Nero Consulting put several SaaS Alerts features into action:

- All the data about Nero Consulting's tenants is condensed into a **single dashboard**. Only one tab open — *enough said.*
- **Important alerts** about anomalies or suspicious behavior allow Nero Consulting to keep constant tabs on their customers' environments (minus the noise).
- The **Fortify module** allows Nero Consulting to automatically apply security recommendations across all tenants.
- With the **Respond module**, Anthony's team set up automatic remediation rules that take care of low-level security events, like shutting down an account if someone opens a file outside an approved location.

Results

SaaS Alerts has empowered Nero Consulting to:

Cut down noise and streamline alert management
A single, user-friendly dashboard: that's what MSP dreams are made of.

With SaaS Alerts, Nero Consulting has consolidated all its alerts into one funnel, so techs don't need to dig in multiple places. This has led to a clearer, more structured system to manage alerts and take quick action on high-priority issues.

Offer better, faster cybersecurity to customers

Thanks to SaaS Alerts' continuous monitoring, Anthony's team doesn't have to manually sort through logs to identify anomalies. The software does that for them — and sends alerts when something seems fishy. (Or should we say, *phishy?*)

SaaS Alerts' Respond automations also shut down malicious activity and reduce risk 24/7 — so the human team can take a break.

Taking all this work off their plates doesn't mean Anthony's team sits around twiddling their thumbs. It means they finally have time for higher level, more strategic work. *A win for everyone.*

Boost MRR

Out of the more than 2,000 end users Nero Consulting manages, over 1,400 have been onboarded with SaaS Alerts. And that's great news for the Nero bottom line: They can charge an additional fee for the additional security services.

> "We're not a charity — I'm sure our customers understand that. We're making money from offering SaaS Alerts. But it's a mutual benefit."
>
> — *Anthony Oren, CEO of Nero Consulting*

Cover customers' SaaS — wherever they are in the world

Dubai, Durban or Detroit: it doesn't matter. With SaaS Alerts, the team at Nero Consulting now has a much easier time managing its global customer base — and the constant shuffle that is end users' remote work environments.

Location alerts pop up when someone logs in from an unapproved location. Anthony's team can then reach out directly to the end user or HR to ensure the login is legitimate.

Even if a strange login is just an end user checking in during their vacation, management can see that Nero Consulting is on top of potential vulnerabilities.

Keep up with the changing cybersecurity landscape

Hacking threats have evolved significantly over the past few years — and the pace of change is fast. Anthony knew his company needed tools to help step up security offerings to customers.

Instead of remaining "just" an MSP, he's evolved Nero Consulting into more of a managed service security provider (MSSP). "We are putting a big emphasis on security these days," says Oren.

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"SaaS Alerts is such an important application because it really fills the void in an overall security stack. You can never fully have a bulletproof security stack; there will always be holes. But SaaS Alerts takes care of that."

"

— *Anthony Oren, CEO of Nero Consulting*

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

SaaS Alerts™