Lightship IT

MEET THE MSP

Andy Roe, Founder and CEO of Lightship IT

> **Location**
> Tustin, California

> **By the Numbers**
> - In business for almost two decades

Challenge

Andy Roe may have started Lightship IT from his bedroom, but within just a few years, he had expanded the company enough to need office space for his growing team. But with that growth came greater complexity, especially around compliance and security. His focus was the healthcare industry, so there were many regulations, from SOC 2 and PCI to HIPAA.

Plus, healthcare is a particularly valuable target for hackers. Andy wanted as much support as possible to help him ensure his clients weren't vulnerable to attack.

> **"Data is worth more than gold. And your identity is priceless."**
>
> — *Andy Roe, Founder & CEO at Lightship IT*

As business, security and compliance needs grew, Andy could no longer manage everything on his own. He needed a tool that would proactively manage complexity, increase security and help him sustainably scale the business.

Solution

With SaaS Alerts' monitoring and response tools, Andy put structures in place to help him catch security concerns for his clients before they became full-scale problems. This meant he could better protect his healthcare clients' (valuable) identities and data.

But he didn't have to do all the work himself. Andy took advantage of the Saa$y MSP Community and implemented automations from other participants.

Andy also integrated SaaS Alerts with his PSA and compliance manager.

Results

SaaS Alerts has helped Lightship IT:

Build Proactive Cyber Health Plans for Clients
With a client base in the healthcare sector, it's no wonder Andy appreciates the importance of foresight. Just like it's better to proactively protect your health than to retroactively treat symptoms, Andy brings that same future-focused philosophy to his business.

Thanks to all the monitoring and response tools he gets from SaaS Alerts, he can offer a whole new service.

> "Now when we go into a new business, we do a cyber vitals exam. Think of it like checking your blood pressure. Is there something more going on here? Is there something that needs to be done? Because of SaaS Alerts, we can give clients an overall cyber health plan that brings together cybersecurity, compliance and staff education."
>
> — *Andy Roe, Founder & CEO at Lightship IT*

Cover Clients' SaaS Within a Vital Industry
Andy's clients are all in the healthcare industry — which means security breaches could have life-or-death consequences. With SaaS Alerts, he has more peace of mind that he's catching security concerns early and has the automations in place to fix them.

Use Ready-Made Solutions — Without Having to Build Them
Through the Saa$y MSP Community, Andy has learned from other MSPs who have already identified automations or solutions for similar problems. This has reduced the time Andy and his team have to spend crafting automated response rules from scratch.

> **"Rules are shared with everyone on the SaaS Alerts calls. We don't have to necessarily invent solutions ourselves. We can actually collaborate — and have rules gifted to us."**
>
> — *Andy Roe, Founder & CEO at Lightship IT*

Results (cont.)

Simplify Day-to-Day Operations

Because SaaS Alerts easily integrates with other tools, Andy doesn't have to expand his daily tech stack to keep up with his clients. He just connects what they already use to SaaS Alerts.

> **"SaaS Alerts is wonderful because it allows us to meet our clients' needs without having to take on an additional tool."**
>
> — *Andy Roe, Founder & CEO at Lightship IT*

Increase Profit Margins

MSPs like Andy love that SaaS Alerts has such a low cost-per-user. Not only is it a manageable line item in their business expenses, but the value MSPs get back from that investment is significant.

In fact, Andy charges clients roughly 5X what he pays for SaaS Alerts.

> **"SaaS Alerts has a really low cost-per-user that we're able to mark up. I think we're marking it up 500%, which is rather substantial."**
>
> — *Andy Roe, Founder & CEO at Lightship IT*

Keep the Business Running, Even Without Andy's Full-Time Attention

Connecting SaaS Alerts to other pieces of his tech stack, enjoying 24/7 monitoring, and implementing automated response rules has empowered Andy to take a step back from doing everything himself.

Andy recently welcomed his first grandchild — making the time he gets back from SaaS Alerts even more valuable.

> **"My goal is to have this business get to a point where it can run itself. And SaaS Alerts is a major contributor to that goal."**
>
> — *Andy Roe, Founder & CEO at Lightship IT*

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

SaaS Alerts™