

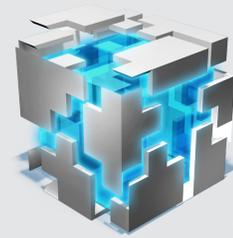
LIONGARD SAVES MSP \$75K

Early Adopter Declares Liongard Roar the Best Investment it Has Ever Made

ABOUT THE PARTNER

Established in 2001, ES Consulting takes a holistic approach to serving its customers and helping them grow. This includes extensive industry expertise, adherence to best practices, and investing in its infrastructure to automate for greater efficiency.

The nationally renowned MSP has been featured on Inc.'s lists of Best Workplaces and Top 5,000 fastest-growing privately held companies, and has become a mainstay on Channel Futures' MSP 501 annual list of top managed service providers in the world.



ES | CONSULTING
TECHNOLOGY SOLUTIONS PROVIDER

KEY INSIGHTS

SIZE: 19 Employees

LOCATION: Ontario, OH

FOUNDED: 2001

THE SITUATION

Because every technician at ES Consulting is considered Tier 3, whichever tech responds to a ticket manages it from start to finish. This superior knowledge base greatly benefits its customers but also requires accurate data, efficient processes and proactive problem solving to remain profitable.

In search of more automation around their documentation and data management, ES Consulting's President and CEO Dennis Fox and the MSP's jack-of-all-trades, IT Consultant Bill Knox researched Liongard soon after its initial launch. Seeing its potential to automate manual tasks and documentation, and thus improve ticket time-to-resolution for its techs, Knox fell in love with the platform and quickly moved forward with implementation.

THE SOLUTION

Initially, ES Consulting ran every Liongard inspector to detect stale documentation. The actionable alerts automatically generated tickets that its engineers could quickly address to bring the MSP's data up-to-date, and alerted them to several issues they didn't even realize existed.

Once its existing data had been refreshed and corrected, the MSP continued to utilize Liongard to automate documentation and increase its efficiency. Most of the time, the techs aren't even aware that it's running in the background 24/7, but they've been able to work smarter because of it. Instead of searching manually for issues such as unused or duplicate Office 365 licenses, out-of-date security certificates, disabled multi-factor authentication and critical changes, Roar silently inspects data and sends alerts when it finds these (and many other) concerns.

Interestingly, the MSP first deployed Liongard to a cross-section of its clients to specifically evaluate the platform's value for different industries and customer sizes. (There's little difference in the time it takes to roll Roar out to a subsection of clients versus at scale across all managed service clients, thanks to the auto-discovery capabilities of the platform.) Fox concluded, "There are no vertical limitations to Liongard at all — company size and industry don't seem to be factors," noting that the MSP will deploy it anytime they bring on new customers.

THE OUTCOME

A COST-EFFECTIVE WAY TO BETTER SERVE CUSTOMERS AND SCALE OPERATIONS

As early adopters of Roar, ES Consulting has been taking advantage of each addition and improvement Liongard continues to make. “The more we can get software to do for us, the better.” More automation and increased visibility have led to greater efficiency of its techs and much less time spent on manual tasks, resulting in time and cost savings as well as a higher level of focus on customers.

“Liongard pulls all these issues and brings them to our attention so we can focus on making our customers happy. I can flat-out tell you, it makes my job easier. I spend less time digging for info and more time talking to people,” said Knox.

Though the seasoned MSP doesn’t formally track KPIs, they’re confident that day-to-day performance has been significantly impacted by using automation.

“We would have had to add more bodies to do the same tasks that Roar does for us,” Fox said, noting that hiring another employee would be about \$75K, and not provide the accuracy they get with Liongard.

The automation that has increased ES Consulting’s efficiency and led to better customer service make Liongard an investment that keeps positively impacting the MSP in ways it never could have imagined.



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ROAR IS
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INVESTMENT
THIS COMPANY
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MADE.**

- Bill Knox



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WEEK [USING LIONGARD], BUT IT'S A
FAIRLY LARGE SUM, I WOULD WAGER.**

- Bill Knox

AUTOMATED DOCUMENTATION & BEYOND

ACTIONABLE ALERTS

AUTOMATED DOCUMENTATION

REPORTING METRICS