



WHEN YOU LET THE CLIENT SEE FOR THEMSELVES!

by Howard M. Cohen

Since 1947 Kelly Office Solutions has been the leading source for business technology needs supporting and servicing customers in Winston Salem, Greensboro, Charlotte, and surrounding locations in North Carolina. As times change and needs grow, so do the services they provide to customers as they continue to evolve, diversify and expand offerings while staying relevant to customer's requirements. Kelly Office Systems has been "Moving Business Forward since 1947!"

Expanding Kelly's Services Portfolio

Kelly Office Solutions Technical Director Kyle Shuping wasn't looking for new software when he first met Liongard at a conference of the Technology Assurance Group (TAG). But when he did, he quickly saw the need to add a new category to his company's technology stack.

When asked what first excited him about Liongard, Shuping immediately replies,

"The change management and the automated documentation because, as you know if you've been in the tech industry as long as I have, engineers, while they're fantastic at fixing stuff, but are horrific at documenting."

Shuping was also impressed that Liongard sent the documentation to other platforms like IT Glue to help keep track of everything.

Incorporating Liongard to improve IT management while protecting your MSP and reputation.

Visibility into changes to answer what happened and who did what.

Revealing the truth with accurate data and transparency.



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KYLE SHUPING

Technical Director

“Liongard is the way for us to document the data that should have been documented automatically by IT Glue or by my engineers that wasn’t getting documented.”

Realizing how new Liongard was, and anticipating future improvements, Shuping adopted the platform immediately. “It’s been my experience working with Liongard that they are listening.”

THE RIGHT TECHNOLOGY PROTECTS THEIR PRACTICE

Kelly Office Solutions was brought in to help with technology deployment for an independent medical practice by a telecom partner. Soon after the beginning of the engagement, the partner decided to go alone and host the voice solutions needed with a large hosted Voice Over IP provider (VoIP). The plan was that Kelly would build the routing and switching data network for the customer, and they would handle the voice services.

Unfortunately, Shuping explains that the telecom partner put many of their customers onto a single virtual phone system from which they sold extensions. This resulted in cross-traffic between the various businesses on their system.

This problem became exacerbated by the fact that regulations in the Health Information Portability and Accountability Act (HIPAA), require healthcare providers to transmit many important documents, such as referrals, via facsimile (fax) reproduction, which require the use of phone lines.

The telecom partner’s virtual phone system strategy couldn’t support the fax servers properly, and they were trying to intervene manually to compensate. The result was basically disastrous, with thousands of key important faxes being completely lost, never received, and sent to the wrong destinations.

The End-Customer Intervenes

At about this time, the medical practice brought in a new CEO, and their first order of business was to determine why the faxes kept disappearing. Initially, the new CEO was under the mistaken impression that the telecom company and Kelly Office Solutions were all one company.

According to Shuping, “He quickly learned that we were two different companies, and that we were just supposed to be helping the telecom vendor with the voice side of things.”

The process of finger pointing soon began. The CEO just wanted to know who was making all the changes and losing all the faxes. Unbeknownst to Kelly, the CEO then hired an independent IT expert to investigate.

Thanks to their use of Liongard, the team at Kelly was able to detect the independent IT expert’s changes within the phone system. With this knowledge, Shuping took a completely different approach, giving the customer and their independent IT expert direct access to



VISIBILITY IS THE KEY



When You Need it the Most

Not every project results in damage and lawsuits, but every project benefits from having the visibility Liongard provides into who did what, when, and with what results. This project proved to Kelly Office Solutions that they had selected the right platform to provide the insight and thorough documentation when they needed it the most.



Visibility of the Attack Surface

Liongard's automated asset inventory enables unparalleled visibility of the attack surface. Thanks to continuous, detailed monitoring of system controls, Managed Service Providers (MSPs) such as Kelly Office Solutions, can quickly detect and stay ahead of drift, errors, and misconfigurations. As this study shows, having configuration change detection and response across the stack, not only enhances customer confidence, but can provide vital evidence when the need arises.



Modern IT Demands Automation

MSPs know the level of risk and responsibility they undertake in the management of essential business systems. Having trustworthy and reliable documentation of assets and system configurations is not a luxury, it's a necessity. MSPs like Kelly Office Solutions understand that only with the automation Liongard offers can they protect themselves, serve their customers, and handle the scale and complexity that modern IT demands.

Liongard, explaining that Liongard watches everything, and they could interrogate that data directly themselves.

Ordinarily, a provider like Kelly Office Solutions would offer a curated set of reports to clarify what was happening. The problem is that the customer may suspect that the reports are being engineered to return a specific outcome. With Liongard, however, they could share reliable data captured directly from the systems under management and their configuration state over time.

Liongard Quickly Reveals the Truth

The independent IT expert quickly learned how to use Liongard and immediately saw that the source of the problems was indeed not Kelly Office Solutions. No digital forensics or other reporting was required. They could see it all directly on Liongard.

When the independent expert reported back to the medical practice's new CEO, they provided assurance that Kelly Office Solutions was not responsible nor at fault. They showed exactly what changes were made, when, and by whom.

When the medical practice decided to file suit, which is still ongoing, **not only was Kelly Office Solutions not named in the lawsuit**, but the CEO thanked them for providing such easy access and proof of where the actual cause of the problem was with Liongard.

► **LEARN MORE
ABOUT LIONGARD**

Liongard's platform automates visibility into your attack surface, maintaining an inventory of assets, software, and user accounts. This enables you track changes as they occur, keeping an accurate record of configuration state and evidence when you need it.



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