

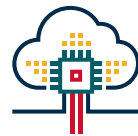
CASE STUDY

OMEGA SYSTEMS' GROWTH AND TRANSFORMATION WITH LIONGARD: A CASE STUDY



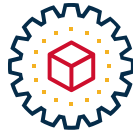
Introduction: From Family Business to IT Leader

Omega Systems, founded in 2002, has grown from a small family-owned operation into a powerhouse in IT consulting, managed services, cybersecurity, and compliance, nearly tripling its workforce in the last four years. Rick Mutzel, Omega's Manager of Technology, has been with the company for over a decade, helping to guide its growth and overseeing its tech stack as the company evolved from a break-fix model to a full-service solutions provider.



The Challenge: **Rapid Growth and Siloed Visibility**

As Omega expanded through organic growth and acquisitions, its IT environment became increasingly complex. "We grew so fast, we didn't know what we didn't know," Mutzel reflects. Managing multiple systems, configurations, and assets across different environments—both on-premises and in the cloud—was creating operational inefficiencies and increasing security risks. To stay ahead, Omega needed a solution that could offer comprehensive visibility and control over their entire IT infrastructure.



Key Benefits: Integration & Automation

For Omega, the immediate benefit of Liongard was the ability to break down silos and create a unified view of their entire IT landscape. With the platform's Cyber Asset Attack Surface Management (CAASM) capabilities, Omega's technical account managers could pull detailed customer data and generate executive summary reports. This provided clarity across all systems, allowing the team to quickly identify and resolve vulnerabilities and misconfigurations before they became major issues.

Liongard's automation features have also been a huge time-saver. Quarterly Business Reviews (QBRs), once a labor-intensive process, are now streamlined, with reports generated directly from Liongard's data repository. This automation not only improves Omega's efficiency but also enhances their ability to deliver timely, accurate information to their customers—building trust and demonstrating value.



Operational Efficiency

Liongard's ability to centralize data and automate reporting has significantly improved Omega's operational efficiency. The platform's insights allow the team to address issues proactively, eliminating the guesswork and reducing time spent on troubleshooting. This level of visibility and control has been instrumental as Omega continues to scale.



Future Growth: Monetizing Liongard and Expanding Capabilities

While Omega is still in the early stages of deploying Liongard across their entire system, the company sees tremendous potential in the platform. One of the biggest opportunities lies in automating billing for their customers, a process that is currently time-consuming and resource-intensive. Once fully integrated, Liongard will save Omega countless hours and provide a clear return on investment.

Omega is also exploring ways to further leverage Liongard's ASM capabilities to offer premium compliance and security services. In industries where regulation is critical, the ability to provide change control, security tracking, and detailed reporting will not only protect customers but also open new revenue streams.



“Liongard is a game-changer. Its ability to give us actionable insights across our IT stack has not only improved our efficiency but also helped us secure our customers in a way that wasn’t possible before.”

*Rick Mutzel,
Omega’s Manager
of Technology*



Customer Impact: Demonstrating Value and Building Trust

By integrating Liongard into their operations, Omega has been able to deliver higher-quality services to their customers. The ability to pull accurate, up-to-date information from multiple systems into a single, easy-to-read report has been transformative for their customer relationships. Customers appreciate the transparency and insight, which has helped Omega build trust and strengthen retention.

Mutzel also highlights the ease of integrating multiple Liongard portals—gained through acquisitions—into a unified system, thanks to the excellent support from the Liongard team. “It’s been a smooth experience consolidating our systems, and the Liongard team has been fantastic in helping us make it all work,” he says.



Final Thoughts: A Scalable Solution for MSPs

For MSPs looking to overcome operational inefficiencies and better secure their customers’ environments, Mutzel has a clear message: “Liongard is a game-changer. Its ability to give us actionable insights across our IT stack has not only improved our efficiency but also helped us secure our customers in a way that wasn’t possible before.”

As Omega continues to grow, Liongard will be an essential tool in their arsenal—enabling them to manage complex environments, stay ahead of evolving threats, and deliver unparalleled value to their customers. In an industry where security and efficiency are paramount, Liongard is helping Omega lead the way.

► 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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