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CASE STUDY

HOW CIRCULENT BUILT AN AI-POWERED ENGINEERING ASSISTANT WITH LIONGARD MCP

How one MSP is turning existing IT intelligence into faster troubleshooting, security assessments, and inventory reports in under 10 minutes.

THE CHALLENGE

Too much time searching. Not enough solving.

At Circulent, **Senior Systems Engineer Vermonte V. Vocal** manages a wide range of technical responsibilities across client environments, from troubleshooting and security assessments to inventory reporting and quarterly business reviews (QBRs).

Liongard already provided valuable intelligence about those environments. But retrieving and organizing that information still required navigating individual inspectors, reviewing dataprints, and piecing together findings manually.

For tasks involving multiple clients, the process became even more time-consuming. Engineers often had to repeat the same steps across environments or access separate vendor portals to gather the information they needed.

Preparing Microsoft 365 license inventories, for example, involved gathering tenant information and manually organizing it into reports. Reviewing SonicWall firewall details required navigating MySonicWall to collect firmware versions, licensing information, and device models.

Vermonte wanted to eliminate that repetitive research and make it easier for engineers to find answers without searching through multiple systems.

> **"Our biggest challenge was the time it took to gather and review information across multiple client environments."**

The goal was to eliminate the time-consuming process of finding and organizing information, giving engineers faster access to insights they need to solve problems.

THE INNOVATION

One Copilot Agent. A world of IT intelligence.

Vermonte saw an opportunity to bring Liongard's asset intelligence directly into the AI tools he was already using.

Through Liongard's Model Context Protocol (MCP) integration, he built a custom Microsoft Copilot Agent that allows him to query Liongard data using natural language.

Instead of navigating multiple inspectors or manually comparing client environments, he can simply ask the agent for the information he needs.

> **"Now I just ask my Copilot Agent"**

The agent helps Vermonte review Microsoft 365 security settings, identify potential vulnerabilities, check firewall firmware and licensing, and compare information across client environments.

It also supports his daily troubleshooting, security assessments, and QBR preparation by bringing relevant information together without requiring him to manually search through multiple sources.

By connecting Liongard's existing asset intelligence to Microsoft Copilot, Vermonte has created an AI-powered engineering resource that makes technical information more accessible and actionable.



THE IMPACT

From hours of research to answers in minutes.

For Circulent, the biggest immediate benefit has been efficiency.

According to Vermonte, some information-gathering and reporting tasks that previously required one to two hours can now often be completed in minutes, depending on the request.

Two everyday workflows demonstrate the difference.

MICROSOFT 365 LICENSE REPORTING

License inventories in under 10 minutes

Previously, preparing a Microsoft 365 license inventory required gathering information from the tenant portal, reviewing available inspector data, and organizing the results into a report for management or clients.

Even with Liongard's native Microsoft 365 inspector, additional manual work was sometimes necessary to produce the desired output.

Now, Vermonte can ask his Copilot Agent to retrieve license inventory information, including the specific users assigned to each license, with a single prompt.

The result: A detailed Microsoft 365 license inventory in under 10 minutes.

SONICWALL FIREWALL INVENTORY

Cross-client visibility in under 10 minutes

Gathering firewall information previously required Vermonte to access MySonicWall and manually review details such as firmware versions, license status, and device models.

With Liongard MCP, he can retrieve that information across client environments through one natural-language prompt.

The result: SonicWall firewall inventory information across client environments in under 10 minutes.

Beyond these inventory workflows, Vermonte uses his Copilot Agent to accelerate security assessments, troubleshoot technical issues, and prepare QBRs by bringing together information from multiple Liongard inspectors.

The time saved on gathering and organizing data allows him to focus more attention on interpreting findings and solving problems.

> **"The biggest difference is that we spend less time searching for information and more time solving problems."**

While AI helps accelerate the initial research, Vermonte emphasizes that technical expertise remains essential.

> **"We still review and validate the results, but letting AI handle the initial research is a huge time-saver."**



WHAT'S NEXT

Putting AI-powered intelligence in the hands of the helpdesk

For Vermonte, the next opportunity is to extend the benefits of his Copilot Agent beyond his own engineering workflows.

He plans to train Circulent's helpdesk engineers to use the agent directly, giving them a faster way to retrieve client information, investigate technical issues, and troubleshoot more independently.

Today, Vermonte already uses the agent to help support helpdesk investigations. Expanding access could make that same intelligence available to more engineers without requiring them to navigate multiple systems or depend on senior resources for routine information gathering.

His advice to other MSPs is to start with a familiar task and build from there.

> "Give it a try, especially if you're already using Liongard. Start with something simple you normally do by hand, like reviewing security alerts, checking Microsoft 365 settings, troubleshooting a client issue, or preparing a report."

THE CONCLUSION

Turning existing data into greater value

Circulent's experience demonstrates how MSPs can get more value from the IT intelligence they already collect.

By connecting Liongard MCP with a custom Microsoft Copilot Agent, Vermonte has transformed repetitive information-gathering workflows into faster, AI-assisted processes, with some inventory results available in under 10 minutes.

And as Circulent looks to extend those capabilities across its helpdesk, the opportunity goes beyond individual productivity. It's about giving more engineers faster access to the information they need to support clients effectively.

> **"Liongard MCP makes the data we already have far more accessible and useful. And when you put that capability in the hands of your helpdesk engineers, that's where the real value starts to grow."**
>
> **— Vermonte V. Vocal, Senior Systems Engineer, Circulent**

Ready to turn your IT intelligence into action?

Connect Liongard's asset intelligence with AI-powered tools to streamline reporting, accelerate troubleshooting, and help your engineers work more efficiently.

Book a Discovery Call

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