

→ **CASE STUDY**

\$13K/MONTH RELATIONSHIP SAVED WITH LIONGARD!

Liongard's historical data allows MSP to pinpoint costly, unauthorized changes made by third-party vendor

ABOUT THE PARTNER

"VISIBILITY" IS A VITAL PART OF THE DOBERMAN TECHNOLOGIES VALUE PROPOSITION AND IS UNDERPINNED WITH LIONGARD.

Since 2005, Doberman Technologies has provided managed services to small businesses in Lansing, Michigan, with a strong vertical focus in Healthcare. Healthcare providers currently make up 75% of their 60 managed customers. A team of 10 employees manages 2,000

"Liongard showed us when the login occurred, who it was, where the changes came from and what actions caused the database corruption event."

Ian Richardson, CEO
DOBERMAN TECHNOLOGIES

devices that enable 1,000 end-users locally to help the Michigan community grow. Their mission is to be the premier IT Managed Services Partner for Michigan small business clients. Reliability, Continuity and Security are their core principles of effective IT management and are vital to growing the business and building strong relationships with their customers.



QUICK LOOK

- SIZE: 11 Employees
- LOCATION: Lansing, Michigan
- FOUNDED: 2005
- MANAGED CUSTOMERS: 60
- ENDPOINTS: 2,000
- PEOPLE: 1,000

THE PROBLEM

- A costly two-day outage caused by a third-party vendor performing unauthorized maintenance on a Line of Business Database Server

THE SOLUTION

- Liongard's Change Audit functionality offers users the ability to essentially go back in time

THE OUTCOME

- Liongard's automation gave Doberman Technologies better visibility and helped prove value to the customer

BEFORE LIONGARD

A VENDOR'S MISTAKE LEADS TO A COSTLY TWO-DAY OUTAGE ACROSS 20 LOCATIONS

One of Doberman Technologies' customers, a significant healthcare practice, experienced a massive, two-day outage. **The healthcare practice lost the ability to schedule and effectively provide services for patients across their 20 locations.**

"What makes this outage worse is that, in the healthcare industry, there are strict regulations and laws about data and protecting the patient's information," said Ian Richardson, Founder & CEO. **"How are we able to go 'back in time' and see the issue and when it happened?"**

Doberman engineers uncovered a third-party vendor performing maintenance on a Line of Business Database Server. This server hosts three primary applications to all locations of the healthcare practice, impacting their daily business. Once alerted to the issue, the third-party vendor had to become involved to repair the application.

The healthcare practice desired answers for this costly disruption, and Ian knew where to find them with Liongard.

LIONGARD SOLUTION

LIONGARD AUTOMATION PLATFORM OFFERS INSIGHTS AND ACCOUNTABILITY

Liongard continuously captures data throughout customer environments 24x7x365 and stores the data up to 1+ years. Its inspectors run daily to capture data and identify configuration changes, automatically generating a historical timeline of events. This Change Audit feature is critical for business continuity and gives users the ability to essentially go back in time to find what changed, and when.

Doberman engineers leveraged the historical data within Liongard to identify how to resolve the outage, as well as pinpoint its exact time, place and cause. This turned out to be crucial when the third-party vendor denied fault.

It was also proof of value to the customer. "They didn't understand the level of visibility we have, and that we can show, 'Look, these are non-editable logs; this is in place to have accountability,'" said Ian. Having "Visibility" is a vital part of the Doberman Technologies value proposition and is underpinned with Liongard.

IMPACT

UNIFIED VISIBILITY: THE NEXT BEST THING TO TIME TRAVEL

Having visibility into their entire IT environment—including critical systems like SQL servers—plus accurate data and a historical timeline view were key to Doberman Technologies resolving the outage. Liongard solves the problems of manual documentation and trackability, while supporting accountability.

Liongard helped Ian provide value to his customer and SAVED the \$13K in MRR—all while demonstrating that they're executing their core principles of effective IT management: Reliability, Continuity and Security.

With its relentless reliability and visibility, Liongard proved to be the ideal partner for Doberman Technologies.

"Visibility is essential to the conversation with our customers. It changes the conversation from 'Why are we paying you?' to 'Thank God we are paying you!'"

Ian Richardson, CEO
DOBERMAN TECHNOLOGIES

UNIFIED VISIBILITY

ACTIONABLE ALERTS → AUTOMATED DOCUMENTATION → REPORTING METRICS

