

The need for Managed Service Providers (MSPs) with effective and affordable cybersecurity solutions is growing each year. Our platform uses multitenancy with a modern data analytics architecture and flexible pricing. This makes it easy for MSPs to include advanced security tools, threat intelligence feeds, and around-the-clock monitoring in their service offering.

## LMS Technical Services

# SKOUT CLIENT STORY

How a Managed Service Provider (MSP) adapted to client needs by using SKOUT CYBERSECURITY as a partner.

## Background

LMS is a managed service provider that got its start, over a decade ago, as a break-fix solution. Since then, in order to meet the unique needs of their clients, they have added a wide range of IT solutions, such as IT consulting, cloud services, and on-site staffing. LMS offers their clients a hands-on approach and provides them with information to make the right IT business decisions with the ultimate goal of improving their client's performance and reducing their costs.



Other MSPs do not have the security expertise that we gain from our partnership with SKOUT. The caliber just isn't the same.

- Chris Algerio, CIO of LMS



## The Problem

Clients began to ask LMS about their capabilities in cybersecurity. LMS, as well as its client base, noticed an uptick in cyber attacks, and security was becoming a more pressing need. LMS offered basic security measures such as firewalls, spam blockers and antivirus software but didn't have a holistic platform, like SKOUT Security Monitoring, to protect their clients from sophisticated threats.



## Challenge

LMS considered providing a SIEM solution because they knew aggregated log monitoring was the best way to see the activity within their client's respective networks. But upon consulting with other managed service providers, LMS saw a potential roadblock. Building out a SIEM solution was not only time-consuming, but also extremely expensive. In addition, even if a company has a SIEM solution, you need to have a cyber security expert to analyze the alarms. An investment like this would jeopardize LMS's steady growth. They needed a reliable partner that was cost effective and had the cybersecurity expertise to provide high-quality service to their clients.

The dedicated and experienced SKOUT team is always available to partners.

## Solution

LMS was referred to SKOUT through a mutual client. SKOUT offers an in-depth suite of security solutions that can be tailored to any client's needs, from monitoring to compliance training. The client spoke highly of SKOUT's reporting and the unmatched customer experience. After a partnership was formed between LMS and SKOUT, LMS saw a change in their strategic positioning as a managed service provider. They no longer had to avoid conversations about security with potential clients. By partnering with SKOUT's experienced team of public and private sector security experts, LMS could hold meetings with potential clients to discuss cyber threats and provide critical insights about security.



# 59%

### Increase

SKOUT CYBERSECURITY saw a 59% increase in year-over-year MSP bookings in 2018 compared to 2017.



# 1,000

### Endpoints

Approximately one thousand LMS endpoints are managed by the SKOUT CYBERSECURITY platform.



We had a referral come in for a potential client looking for an MSP, but their need stemmed from a security breach. We didn't just go in to meet them alone, we told them we were going to bring our security partner, SKOUT, and they were blown away. I don't think we would have even been considered if it hadn't been for SKOUT, but now we are top-of-mind.

- Chris Algerio, CIO of LMS