

ROAR'S ALERTS SIMPLIFY AUDITS, CUT ONBOARDING TIME BY 50%

Healthcare-focused MSP finds tremendous value in Liongard Roar actionable alerts.

ABOUT THE PARTNER

Since 2014, 5th Gear Technology Concepts has been managing IT services for primarily healthcare-based clientele. President Glenn Porter and his team of four manage 80 customers with more than 400 users and approximately 875 endpoints. With 90% of its clients in the healthcare industry, 5th Gear must adhere to strict HIPAA rules and regulations in its operation, as well as undergo thorough annual audits. The more visibility and the more touchpoints they are able to have, the better they can meet these demands and continue to prove their worth to their clients.



KEY INSIGHTS

SIZE: 5 Employees

LOCATION: Nashville, TN

FOUNDED: 2014

**MANAGED
CUSTOMERS:** 80

ENDPOINTS: 875

END USERS: 400+

THE PROBLEM

5th Gear Technology Concepts' President Glenn Porter takes a proactive approach to his company, always on the lookout for ways to take his MSP to the next level. Though he had heard of Roar previously and found the concept interesting, he was hesitant to sign on for another tool at the time. It wasn't until one fateful day when he went digging through countless tickets and documentation looking for an answer to a client's question and, frustrated he couldn't find it, finally decided it was time to give Liongard's automated documentation tool a try.

THE SOLUTION

AUTOMATED DOCUMENTATION—AND SO MUCH MORE

Porter took a leap and gave Liongard Roar a whirl, knowing he had a satisfaction guarantee, where he spent time learning its various features and how to best take advantage of the data now at his fingertips. He recommends others do the same: "Just jump in and try it, if you're serious about getting your house in order!"

Though putting documentation on autopilot and speeding up onboarding initially lured Porter to Roar, it soon became clear that this was just one piece of the tool's worth. The biggest value? For Porter and his team, hands down it's Roar's **actionable alerts**.

His team had always relied on their RMM to find changes and anomalies, but with Roar they received much more granular data. And because it talks directly to firewalls and Active Directory, Roar can detect and alert the 5th Gear team when firewall rules are changed, users are added, or accounts need to be disabled due to office turnover. The constant monitoring and actionable alerts trigger tickets for important issues needing attention.

Once he became familiar with the automated documentation, Porter looked for other ways to maximize Roar's potential. He recently deployed Roar with a prospect and, after converting to a client, they were able to use Roar's Timeline feature to track and show before-and-after snapshots of the work and cleanup 5th Gear had performed.

ROAR RESULTS BY THE NUMBERS

- **REDUCED ONBOARDING TIME BY 50%**
- **15% OF STAFF TIME FREED UP**
- **USED IN SECURING 2 NEW ACCOUNTS – \$65,000/ARR**
(annual recurring revenue)



THE DOCUMENTATION IS GREAT, BUT AS A WHOLE, ROAR DOES SO MUCH MORE. THE ACTIONABLE ALERTS ARE THE REAL BREAD AND BUTTER OF THE TOOL.

- Glenn Porter, President of 5th Gear Technology Concepts

THE OUTCOME

ROAR ALERTS SAVE TIME, DECREASE STRESS, HELP BRING IN BUSINESS

Liongard Roar proved valuable in more ways than Porter initially expected:

- Since implementing Roar, 5th Gear's auditing process has become "much less painful," according to Porter. The alerts help shed light on action items that the MSP can work through to remain compliant with the various HIPAA and healthcare rules of its clients. From there, 5th Gear can show auditors how they've addressed trends, which greatly speeds up the process.
- Roar has **reduced the onboarding process time by 50%**.
- "I have no doubt it's saving my engineers an hour to an hour and a half each, per day," he says, shortening ticket-close time from not having to hunt down details. That's an **average of 15% of their time that's freed up for more important tasks.**
- **Porter has used Roar's Timeline feature to close two accounts—totaling \$65,000 in ARR—**with regional hospitals.
- His team finds Roar incredibly helpful in keeping documentation up to date. Instead of searching numerous programs for the information they need, it's all consolidated and easily accessible in IT Glue. And most importantly, "We can TRUST that the information coming out of Roar is true."
- Just knowing that their team is mitigating risk and making the IT industry stronger as a whole has greatly improved Porter's own quality of life: "I sleep better at night!"

As 5th Gear Technology Concepts grows, Porter plans to expand his use of Roar by utilizing it with more complex environments and larger customers. As its partner, Liongard looks forward to continuing to deliver value in countless ways and strengthen the IT industry for all.



ROAR IS A GREAT TOOL AND HAS PAID FOR ITSELF A THOUSAND TIMES OVER—IT'S WORTH EVERY PENNY!

- Glenn Porter, President of 5th Gear Technology Concepts

UNIFIED VISIBILITY

ACTIONABLE ALERTS

AUTOMATED DOCUMENTATION

REPORTING METRICS