



# Alvarez Technology Group Leverages ConnectSecure to Drive Better Client Value

## ConnectSecure has become critical to this forward-thinking MSP's service delivery

**“ConnectSecure is the backbone of both our security and overall service delivery. It allows us to run regular, in-depth vulnerability scans, ensuring our patching strategies are effective and any new security weaknesses are quickly identified and addressed.”**

Luis Alvarez  
CEO, Alvarez Technology Group

Alvarez Technology Group (ATG) understood the value of proactive cybersecurity before most industry peers. But there was a wrinkle—the vulnerability management tool they were using wasn't keeping up with the standards of this forward-thinking managed service provider (MSP).

Then, ATG discovered ConnectSecure. Years later, the importance of ConnectSecure to ATG's service delivery has only grown, driven by heightened cyber risk awareness and stringent cyber insurance requirements. In a competitive space, Luis Alvarez, CEO of ATG, says his company now has a solution that puts them ahead of the curve.

*“ConnectSecure helps us showcase immediate value,” says Alvarez. “We use it to conduct comprehensive evaluations of client environments, providing detailed risk scores and remediation roadmaps. It also sets the stage for ongoing engagements, whether for remediation tasks or broader managed security services.”*

## Get to know Alvarez Technology Group

Alvarez Technology Group (ATG) has been a pioneering force in cybersecurity services for over two decades. Founded in 2001 to provide Fortune 100-class IT support to small and midsize companies, ATG recognized at an early stage the value of proactive security. They established a dedicated Security Operations Center (SOC) and gradually grew their managed security services to become a core feature of their business model.

Now positioned as the network security and compliance experts in their region, ATG specializes in serving clients in highly regulated industries such as finance, healthcare, and agriculture across the counties of Monterey, Santa Cruz, and San Benito in California.

## The Challenge: Need for a robust vulnerability management solution

Despite ATG's comprehensive cybersecurity services, the company faced significant challenges with their previous vulnerability management tool. This tool, although initially beneficial for quick network snapshots, fell short in providing the depth and accuracy needed for thorough vulnerability assessments and ongoing monitoring. The issues worsened after a larger company acquired the tool; while costs went up, the noticeable lack of development and innovation frustrated ATG. At the same time, other MSPs used the same tool, making it increasingly difficult to stand out.

These limitations became increasingly problematic as ATG sought to offer more advanced and reliable cybersecurity services to their clients, particularly those in highly regulated industries like banking and financial services. The need for a more robust, continuous vulnerability management solution became evident. So, in sum, three factors prompted ATG to search for a new solution:

- **Stagnation in development**
- **Comprehensive security needs**
- **Client demands**

## Discovering ConnectSecure

ATG explored various options and ultimately discovered ConnectSecure through an industry contact. The initial trial deployment of ConnectSecure's platform revealed its potential to provide the detailed insights and integrations that ATG was lacking, without the hefty price tag associated with other major players in the market. The early positive results led ATG to fully integrate ConnectSecure into their service offerings.

## Implementation and integration

ConnectSecure quickly became a staple in ATG's cybersecurity toolkit. The platform's ability to perform deep vulnerability assessments, generate comprehensive risk scores, and provide a clear roadmap for remediation was invaluable. ATG leveraged these capabilities to offer their clients a more transparent and effective cybersecurity service. The initial deployment involved installing ConnectSecure to conduct thorough assessments, identifying risks, and developing remediation plans.

## Key benefits and wins

The switch to ConnectSecure brought improvements across the board:

- 1. Enhanced service offering:** ConnectSecure allowed ATG to transition from one-time assessments to continuous vulnerability monitoring, which is critical for maintaining cybersecurity standards amid evolving regulations and escalating threats. This shift not only improved their service quality but also aligned with emerging compliance requirements and cyber insurance policies.
- 2. Improved client trust and transparency:** With ConnectSecure, ATG could provide clients with detailed, easy-to-understand reports on their cybersecurity posture. This transparency built trust and demonstrated ATG's commitment to keeping their clients secure.
- 3. Proactive risk management:** The platform enabled ATG to identify and address vulnerabilities in real-time, significantly reducing the risk of breaches. For instance, ATG discovered and mitigated security flaws in third-party vendor products for a large retirement community client, enhancing their overall security.
- 4. Operational efficiency:** ConnectSecure's user-friendly dashboard and comprehensive data collection streamlined ATG's operations, allowing their team to prioritize and manage client vulnerabilities more effectively. This efficiency was crucial in managing multiple clients and ensuring high service standards.
- 5. Adaptability and continuous improvement:** The ConnectSecure platform's continuous updates and enhancements, driven by partner feedback, ensured that ATG always had access to the latest security features and improvements. This adaptability was crucial in maintaining a competitive edge.

*"Our relationship with ConnectSecure is incredibly collaborative," says Luis Alvarez. "They are very responsive to feedback, often incorporating it into product updates rapidly which helps keep our services relevant and effective."*

**“ConnectSecure is a game-changer for our initial client meetings. It allows us to perform deep dives into their security posture, providing clear risk assessments and step-by-step plans for improvement.”**

Luis Alvarez  
CEO, Alvarez Technology Group

## Case in point: Third-party vendor management

One notable success story involved a large retirement community client where ATG used ConnectSecure to uncover multiple vulnerabilities in third-party vendor products. These included insecure applications used by payroll companies and remote pool monitoring systems. By identifying and addressing these issues, ATG significantly reduced the client's risk exposure and enhanced their trust in ATG's services.

## Conclusion

Alvarez Technology Group's integration of ConnectSecure has enabled enhanced, transparent, and efficient service delivery to clients. As ATG focuses on educating clients about the threat landscape, ConnectSecure provides the insights they need to have productive conversations about how to reduce risk.

The switch to ConnectSecure has not only strengthened ATG's market position but also ensured that their clients are better protected against evolving cybersecurity threats. For MSPs looking to elevate their security services, ConnectSecure offers the comprehensive, cost-effective, and continuously improving solution needed to thrive amid escalating threats.

# Learn how you can level up your business by making the switch to ConnectSecure.

[ConnectSecure.com](https://ConnectSecure.com)



## About ConnectSecure

ConnectSecure empowers managed service providers (MSPs) to position themselves as the partner every business needs to thrive in an increasingly complex threat and compliance landscape. As the only multi-tenant, all-in-one vulnerability scanning and compliance management tool for MSPs and MSSPs, ConnectSecure is designed to build cyber resilience, power sales, and boost their credibility as cybersecurity experts. ConnectSecure serves a rapidly growing global customer base of over 2,000 MSPs.