



# CyberVision 24/7 Makes ConnectSecure Key Feature of Service Portfolio

**A year into adoption, ConnectSecure is CyberVision's  
'foot in the door' to driving business**

**“We use everything—  
external scanning, reports,  
PII detection, firewall  
integration... The value for  
the price is really good.”**

Christophe Gagnon  
Director of CyberVision 24/7

For a managed security service provider founded in response to the growing demand for cybersecurity, there's no corner-cutting on vulnerability protection. That's why [CyberVision 24/7](#) selected [ConnectSecure](#) as their solution of choice. Today, ConnectSecure constitutes 50% of their service portfolio, significantly enhancing CyberVision's ability to deliver advanced [vulnerability management](#) to their clients.

*“I signed up for a free trial and, after trying it, I never looked back,”*  
says Christophe Gagnon, Director of CyberVision 24/7.

## Get to Know CyberVision 24/7

CyberVision 24/7 is a premier managed security service provider (MSSP), based in Laval, Quebec, Canada. With over three decades of combined technical proficiency, CyberVision's team is dedicated to delivering scalable cybersecurity solutions that evolve alongside their clients' businesses. Their services include penetration testing, vulnerability identification and remediation, cybersecurity training, 24/7 monitoring, Microsoft 365 security audits, and customized compliance reports. Each service is designed to ensure proactive, long-term protection against emerging threats, empowering businesses to thrive in a secure digital environment.

### The challenge: More advanced features were lacking

As CyberVision 24/7 grew, so did the cybersecurity demands of their clients. The company faced increasing requests for more advanced cybersecurity features, partly driven by the growing interest in acquiring cyber insurance among the client base.

With a dedicated Security Operations Center (SOC) and a solution for Endpoint Detection and Response (EDR), CyberVision was well equipped to meet demand but a crucial piece remained to be solved—their vulnerability scanner at the time was falling short. It lacked auto-patching for third-party applications, compliance reports, and a range of other features that the CyberVision team wanted to take their service offering to the next level. The need for a more efficient, user-friendly, and feature-rich solution became evident.

### Why ConnectSecure: Rich feature set and right price point for the win

The CyberVision team began to search for a new vulnerability solution online. At the suggestion of an industry contact, they ended up on the website of ConnectSecure. The competitive price and comprehensive feature set of ConnectSecure immediately caught their attention.

In particular, ConnectSecure's ability to automate patching for third-party applications stood out, aligning perfectly with CyberVision's goal of automating their security processes.

*"We try to automate as much as we can," he says. "We use an RMM tool for a lot of our workflows, so I liked that ConnectSecure allows scheduling patching without manual intervention."*

ConnectSecure also offered a comprehensive suite of tools, including external scanning, detailed reporting, PII detection, and firewall integration. These features provided a holistic approach to cybersecurity, enabling CyberVision to offer a robust and scalable solution to their clients.

## The Impact: ConnectSecure delivers automated patching and more

After CyberVision adopted ConnectSecure, it took no more than a year for the solution to become a pillar of the company. **ConnectSecure now comprises 50% of CyberVision's service offerings.** And that percentage is likely to grow as Gagnon says he intends to up the usage of the compliance and Office 365 features.

*"We use ConnectSecure as a foot in the door because of its price and feature set that customers can choose from,"* says Gagnon.

Key benefits include:

**“The support team is really fast and helpful, and they add features quickly.”**

Christophe Gagnon  
Director of CyberVision 24/7

- **Automated Patching:** The auto-patching feature has been particularly beneficial, allowing CyberVision to automate critical aspects of their security workflow. This reduces the need for manual intervention and ensures that all systems are updated promptly and consistently.
- **User-Friendly Interface:** ConnectSecure's ease of use has facilitated smoother operations and quicker onboarding for new clients. Basic features like vulnerability detection are straightforward to use, making it accessible for team members with varying levels of technical expertise.
- **Responsive Support:** The support from ConnectSecure has been exemplary. The team is highly responsive, addressing feature requests and resolving issues quickly. This has allowed CyberVision to continuously improve their service offerings and maintain high levels of client satisfaction.
- **Detailed Reporting:** ConnectSecure enables CyberVision to provide detailed, customized reports to their clients, enhancing transparency and trust. Features like the Active Directory report offer valuable insights into new and disabled users, helping clients maintain a secure environment.
- **Improved Efficiency:** By automating critical workflows, ConnectSecure has significantly improved CyberVision's internal efficiency, allowing the team to focus more on strategic tasks and less on routine maintenance.
- **Competitive Advantage:** The comprehensive suite of security solutions offered through ConnectSecure has positioned CyberVision as a more competitive player in the MSSP market. They can now meet the growing cybersecurity needs of their clients more effectively, ensuring robust protection and peace of mind.

## Conclusion

ConnectSecure has become an integral part of CyberVision's service offerings, comprising 50% of their cybersecurity solutions. The partnership has enabled CyberVision to deliver enhanced security features, automate third-party patching, and provide detailed, valuable insights to their clients. As CyberVision continues to grow and evolve, ConnectSecure remains a key pillar in their mission to deliver unparalleled cybersecurity services.

# 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.