



How Foundation BTS Replaced Tool Sprawl with Faster, Easier Vulnerability Management

Introduction

“We found vulnerabilities their current provider had missed. That gave us a huge edge over the competition and was a major selling point with the client.”

Jake Mills
Operations Manager at Foundation BTS

[Foundation BTS](#) was using a vulnerability scanning system that required multiple tools to find and fix security problems—a major bottleneck for an MSP serving healthcare, manufacturing, and accounting clients who need rapid response times.

After switching to ConnectSecure, the Ontario-based MSP now scans weekly instead of monthly, patches vulnerabilities the same day they're discovered, and recently won a major client by uncovering security gaps that the prospect's current provider had missed.

“The ability to find and patch vulnerabilities in the same tool was huge for us,” says Jake Mills, Operations Manager at Foundation BTS.

About Foundation BTS

Foundation BTS provides comprehensive IT services, cyber protection, and helpdesk support for small and medium-sized businesses in the Greater Toronto Area. The company focuses on keeping employees productive while protecting against technology failures, cyberattacks, and ransomware. Their services span hardware and software sales, cloud services, Microsoft 365 administration, network management, disaster planning, and cybersecurity.

With a mission to deliver “frustration-free and secure IT,” Foundation BTS has built their reputation on proactive service and genuine care for their clients’ success.

The Challenge: Multiple Tools Slowing Down Critical Security Work

Foundation BTS already had a vulnerability scanning solution in place, but it wasn’t meeting their operational needs. Jake Mills explains the core problem: “We wanted something lighter and easier to deploy, while still offering strong vulnerability scanning capabilities. We wanted our techs to be able to deploy, scan, and review—all in the same day.”

The existing solution created workflow bottlenecks that prevented the team from being responsive to client needs. More critically, it forced them to use multiple tools to address a single problem.

“We wanted a tool that could patch any software vulnerabilities we found, all in one platform,” Mills notes.

For an MSP serving clients across healthcare, manufacturing, and other industries where security incidents can have serious business impact, this fragmented approach was unsustainable.

The Solution: ConnectSecure’s Integrated Platform

GConnectSecure’s all-in-one vulnerability management platform addressed Foundation BTS’s core requirements immediately. “When we found ConnectSecure, it checked all the boxes,” Mills says.

“We were able to effortlessly deploy it in our test environment.”

The platform’s integrated approach meant Foundation BTS could identify vulnerabilities and remediate them within the same tool—eliminating the workflow friction that had been slowing their security operations. The lightweight deployment model allowed their technicians to complete full security assessments within a single day, addressing their core operational need.

The Results: Operational and Business Transformation

ConnectSecure delivered immediate improvements to Foundation BTS’s security operations while creating new business opportunities and strengthening their vendor relationships.

“What keeps us with ConnectSecure—aside from our techs being really happy with the tool—is the people. We’ve worked with many vendors, but the customer service and relationships we’ve built with ConnectSecure have been next level.”

Jake Mills
Operations Manager at Foundation BTS

Operational Improvements

Foundation BTS completely restructured their security workflow with measurable improvements across their operations.

Scanning Frequency Increased: While their client agreements require vulnerability scanning once a month, Foundation BTS now scans weekly to catch critical vulnerabilities that might appear unexpectedly.

Daily Patch Management: The team runs daily system reports and performs software patching and remediation on the same day vulnerabilities are discovered.

Streamlined Weekly Reviews: Foundation BTS established a structured Monday review process where part of their team spends about two hours going over new vulnerabilities—a significant operational change from their previous approach.

Business Impact

Competitive Advantage in Sales: ConnectSecure's capabilities have become a differentiator in Foundation BTS's sales process. During a recent client evaluation, they deployed ConnectSecure on six different sites, identified device counts and managed devices, and most importantly, found vulnerabilities their current provider had missed. This discovery became a major selling point with the prospective client.

Platform Expansion: Foundation BTS recently upgraded to ConnectSecure's premium tier, adding Microsoft 365 security assessment capabilities. They moved to the premium view and got everything set up quickly. Mills notes, *"The M365 tools are extremely useful, and we're looking forward to using them even more and getting hands-on with those features."*

Stronger Vendor Partnership: Beyond the technical capabilities, the relationship with ConnectSecure has become equally important. The team participates in weekly partner calls to hear about roadmap and upcoming features while having the chance to ask questions and offer suggestions. *"We've worked with many vendors, but the customer service and relationships we've built with ConnectSecure have been next level,"* Mills says.

Looking Forward

Foundation BTS has transformed their security operations from a reactive, tool-heavy process to a proactive, streamlined workflow that delivers better outcomes for their clients. The combination of increased scanning frequency, same-day remediation, and expanded cloud security capabilities has strengthened their market position while improving their operational efficiency.

With ConnectSecure handling the complexity of vulnerability management, Foundation BTS can focus on what they do best: delivering frustration-free and secure IT services to businesses across the Greater Toronto Area.

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

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.