



LockIT Technologies Leverages ConnectSecure for Enhanced Cybersecurity

“Implementing

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Mitchell Matter
Co-founder of LockIT Technologies

Introduction

The LockIT team was generally satisfied with their previous solution for vulnerability management if it wasn't for one major flaw—the cost was sky-high. And as their customer base grew, so did the price tag for the solution they were using.

Finally, Mitchell Matter, the LockIT co-founder, knew cost had to be significantly reigned in. By switching to ConnectSecure, Mitchell could declare mission accomplished. ConnectSecure helped LockIT save \$75,000 a year while also adding features to make their service delivery even more effective.

“The efficiency gained from agent-based scanning and the cost savings have allowed us to offer top-tier protection to our clients without breaking the bank,” says Mitchell Matter, Co-founder of LockIT Technologies.

Get to know LockIT Technologies

[LockIT Technologies](#) is a managed service provider operating out of a rural area in Kansas. Founded nearly eight years ago, the company has carved out a niche by serving clients based on geographic proximity rather than specific industries. In addition to traditional managed services, they offer threat mitigation and network security, making a point to emphasize on their website that “being a small business doesn’t make you a small target.”

The challenge: Manual processes and high costs

Awareness of cyber threats has grown steadily among LockIT’s customer base, driven by a combination of their educational initiatives and widespread media coverage. LockIT adopted vulnerability management at an early stage and sold the service by explaining the risks rural businesses face (“An IP address is an IP address no matter where you are”). As the business grew, the deficiencies of their vulnerability management solution became increasingly apparent.

LockIT initially used a solution to validate patching as some patches required registry key changes to be fully enabled. Their vulnerability scanner at the time was stand-alone and involved significant manual work. Bigger customers received a full scan once or twice a year, a process that required the LockIT team to physically move the scanner between locations.

LockIT then switched to another solution to get away from the cumbersome manual processes and constantly having to deal with host-based firewalls. While the new agent-based scanning was more efficient and solved a range of problems, the price tag was exorbitantly high. The unsustainable cost prompted LockIT to go searching for another solution.

Discovering ConnectSecure: Features with impact

LockIT came across ConnectSecure in a Facebook group for MSPs. The competitive price alone piqued their interest. Compared to the big-name solution they were using, ConnectSecure would help LockIT save \$75,000 a year, a significant amount for an MSP their size. Other features stood out as well:

- 1. Agent-Based Scanning:** With ConnectSecure, LockIT could run scans on demand or on a scheduled basis without manual intervention. While their previous solution offered this feature, the cost was, as indicated, many times higher.
- 2. Multi-Tenant Feature:** Being able to view all clients at a global level made it easier to manage and compare security postures across their entire client base.

“By integrating ConnectSecure into our services early on, we’ve been able to stay ahead of regulatory demands and ensure our clients in regulated industries are always one step ahead of potential threats.”

Mitchell Matter
Co-founder of LockIT Technologies

- 3. Enhanced Reporting:** ConnectSecure’s robust reporting capabilities provided clear insights into both outstanding and recently remediated vulnerabilities.
- 4. EPSS (Exploit Prediction Scoring System):** EPSS took the guesswork out of vulnerability prioritization feature, helping LockIT focus on remediating critical vulnerabilities first.
- 5. Cost Efficiency:** Again, compared to other solutions that LockIT had either used or considered, ConnectSecure offered substantial cost savings.

Reaping the benefits

ConnectSecure is now part of the base stack for all of LockIT’s managed customers. Every Windows endpoint receives a lightweight agent, while each office network is equipped with a probe agent. The impact is seen across the entire operation:

- 1. Improved Security Posture:** With agent-based scanning and EPSS, LockIT can effectively prioritize and remediate vulnerabilities, ensuring their clients’ systems are secure.
- 2. Increased Efficiency:** The streamlined remediation process has freed up time for the team to focus on other critical tasks.
- 3. Cost Savings:** The significant cost savings from using ConnectSecure have enabled LockIT to offer competitive pricing while maintaining high-quality security services.
- 4. Client Trust and Satisfaction:** Enhanced reporting and transparency have built greater trust with clients. LockIT can now provide comprehensive security measures that align with clients’ regulatory requirements and evolving threats. For example, when the Log4j vulnerability was disclosed, LockIT used ConnectSecure to identify and defuse the threat to client systems.
- 5. Proactive Threat Mitigation:** By adopting ConnectSecure early on, LockIT positioned themselves ahead of regulatory demands, particularly benefiting clients in regulated industries like banking.

Conclusion

LockIT Technologies’ partnership with ConnectSecure has been instrumental in transforming their cybersecurity approach. By addressing the unique challenges of serving a rural client base and leveraging advanced features of ConnectSecure, LockIT Technologies has enhanced their security posture, improved operational efficiency, and provided unparalleled value to their clients.

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.