Palitto Consulting Takes Vulnerability Management to Next Level with ConnectSecure's All-in-One Platform

By replacing the complexity of managing several platforms with ConnectSecure, Palitto has transformed its service offering

> *The platform is intuitive and user-friendly, and our team readily adopted it. It's become a talking point in most new client conversations and strategy meetings with existing customers.*
>
> Trent Gasser
> IT Consultant at Palitto Consulting Services

Trent Gasser, IT Consultant at Palitto Consulting Services, had seen the high praise for ConnectSecure on the MSP subreddit. So, when frustration grew with their previous vulnerability solutions, he knew what the ideal replacement would be. *"Switching to ConnectSecure was a breath of fresh air,"* says Gasser.

Now, the challenges of scaling and managing several platforms are a distant memory. The all-in-one design of ConnectSecure has given the Palitto team the simplicity and effectiveness they needed to scale their vulnerability management services. Here's their story.

Get to know Palitto Consulting Services

Palitto Consulting Services, established in 1996, is a trusted IT consulting firm dedicated to serving the needs of small businesses in Northeast Ohio and Indiana. Their team of 45 IT professionals provides a comprehensive suite of services, including: Voice over IP (VoIP) consulting, cybersecurity solutions, custom software development, web design and development, graphic design, and standard IT services like networking, infrastructure, and cloud solutions. They take pride in offering personalized service and leveraging their expertise to help businesses achieve their specific goals.

The challenge: Fragmented visibility and inefficient vulnerability management

Palitto Consulting strategically partners with vendors that provide the solutions that small businesses need, ensuring access to specialized expertise without having to build those capabilities in-house. Vulnerability management, while offered, wasn't initially a core service. Over the years, it grew on an ad-hoc basis, driven by PCI compliance and security audits. As the service became more robust, the limitations of Palitto's previous vulnerability management solutions started to cause frustration.

- **Disparate platforms:** Palitto Consulting relied on a combination of three separate solutions for vulnerability management. There was no single solution that could handle everything in one place, from scanning to documentation, or provide a global view of all vulnerabilities across client accounts. This fragmented approach made it difficult to get a holistic view of a client's security posture.

- **Limited scalability:** To add to the challenge, the existing platforms were not scalable and required significant manual effort to manage. Generating reports and prioritizing vulnerabilities for each client was a time-consuming process that limited Palitto Consulting's ability to proactively address security risks.

- **Static reporting:** Vulnerability information was siloed in individual reports specific to a single scan at a particular point in time. This made it challenging to track remediation progress and identify emerging threats.

When the pricing of the previous platform was becoming more aggressive without a simultaneous improvement in features, the need for a more streamlined, user-friendly, and scalable solution took on a new sense of urgency. They switched to another vendor but, while it was a better partnership, vulnerability management took a backseat to penetration testing, leaving Palitto Consulting wanting more.

"We were looking for a simple vulnerability management solution that could be rolled out via RMM, eliminated the need to manage virtual machines for each customer, and had pricing that fit our customers' budgets," says Gasser.

> **"** *The increased value we can deliver to clients thanks to ConnectSecure is undeniable. It empowers our team, simplifies vulnerability management, and improves client satisfaction. This translates to stronger client relationships and potentially recurring revenue through ongoing security services.* **"**
>
> Trent Gasser
> IT Consultant at Palitto Consulting Services

Discovering ConnectSecure: A community recommendation

Palitto Consulting's search for a new vulnerability management solution began with a common starting point for many MSPs—the MSP subreddit. This online community serves as a valuable platform for knowledge sharing and industry best practices.

They came across frequent discussions and positive recommendations for ConnectSecure. Intrigued by the consistent praise, they decided to take a deeper look. When their vulnerability management platform came due for renewal, the time to make the move had arrived.

Comments Gasser, *"We haven't looked back since."*

The ConnectSecure impact: Enhanced efficiency and client security

Palitto Consulting's decision to implement ConnectSecure has yielded significant benefits for both their business and their clients. Here's a closer look at the positive impact:

Streamlined vulnerability management:

- **Unified platform:** Replacing multiple disparate solutions with ConnectSecure's unified platform eliminated the need to manage and troubleshoot various tools. This streamlined approach saves Palitto Consulting valuable time and resources.

- **Scalability and automation:** ConnectSecure's scalability allows Palitto Consulting to efficiently manage vulnerability management across all their clients. Features like automated scheduling and reporting further enhance efficiency.

- **Improved visibility:** ConnectSecure offers a comprehensive view of a client's security posture. Real-time data and vulnerability prioritization enable Palitto Consulting to proactively address security risks.

Empowering client communication:

- **Clear communication:** ConnectSecure's visual reports and dashboards present complex security information in an easily understandable format, allowing Palitto Consulting to effectively communicate security risks and remediation plans to clients.

- **Client education:** The platform empowers Palitto Consulting to educate clients about their security posture and the importance of ongoing vulnerability management. This builds trust and strengthens client relationships.

> *We're highly satisfied. The platform's stability, ease of use, and responsive support team are all big wins for us. Additionally, the ongoing data documentation helps with audits and compliance purposes, saving us valuable time and resources.*
>
> Trent Gasser
> IT Consultant at Palitto Consulting Services

Enhanced security posture:

- **Comprehensiveness:** ConnectSecure's features like internal and external scanning, attack surface assessment, and host-based vulnerability scanning provide a more holistic view of a client's security posture compared to previous solutions.

- **Proactive hardening:** ConnectSecure's ongoing hardening recommendations help Palitto Consulting ensure their clients' configurations are secure and meet compliance standards.

Conclusion: A secure future for small businesses

Palitto Consulting's journey with ConnectSecure shows the impact of having the right technology. Prior to adopting ConnectSecure, fragmented tools and inefficient processes hampered their ability to deliver comprehensive vulnerability management services.

With ConnectSecure, in contrast, Palitto Consulting has streamlined workflows, gained real-time data insights, and transformed vulnerability management from a reactive exercise to a proactive security strategy. The user-friendly reports have further helped Palitto Consulting educate their small business clients, boosting overall trust.

Looking ahead, Palitto Consulting is confident that ConnectSecure will remain a cornerstone of their cybersecurity service offerings. The platform's scalability ensures they can continue providing exceptional service as their client base grows.

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

ConnectSecure.com

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