

HOW EXECUTECH CUT ONBOARDING TIME BY 95% WITH LIONGARD

BACKGROUND

Discovering a smarter way to see what matters

Executech is one of the largest MSPs in the western United States. In conversations with **CTO James Wright**, we explored how his team manages more than 1,000 customer environments and the challenges that come with operating at that scale.

When Executech acquired its Sacramento office, formerly DSA Technologies, Wright noticed something in their stack he hadn't seen before: Liongard. The Sacramento office had been one of Liongard's earliest customers, and the unified asset intelligence it delivered immediately caught his attention.

With Liongard, Executech could get complete visibility across every identity, device, system, and SaaS application under management.

▶ **"Liongard's unified asset intelligence was a huge benefit compared to what we were getting from other tools."**

Discovering Liongard would eventually transform how Executech handles onboarding, documentation, and day-to-day visibility across hundreds of clients.

THE PROBLEM

Trying to see the devil in the details

Before Liongard, Wright's team had to make educated guesses about what existed in each client's environment.

▶ **"It was all guesswork. But if you don't know what you have, you don't know what you need to protect."**

That same guesswork and uncertainty extended to Executech's own internal processes. Even with a great team of engineers, there was no easy way to verify that work was always done consistently.

That made it difficult to confirm whether every environment was fully secured or properly maintained, leaving room for small gaps to go unnoticed.

▶ **"We assume our engineers were following our processes. But Liongard lets us see the devil in the details. It validates that our service delivery metrics are being met across every client environment."**

Tool sprawl made things even worse.



Different products handled documentation, alerting, and configuration data in different ways. There were also multiple logins, dashboards, and licensing costs to manage.

As Executech grew, maintaining visibility across all those moving parts became harder. And more expensive.



THE SOLUTION

One platform to see everything. And simplify everything.

Executech is one of the largest MSPs in the western United States. CTO James Wright and his team manage more than 1,000 customer environments.

- ▶ “For me, Liongard is the center of all things. It’s the one place where I can aggregate what I need to know across hundreds of environments without having to log into each one.”

Executech standardized on Liongard to unify asset data, automate documentation, and catch changes in real time. The rollout took some time but paid off immediately once the system was live.

- ▶ “We leveraged the support team if we had any questions. They made sure we got what we needed to maximize the platform. They’re also open to feedback on how to improve the tool. It’s a two-way partnership.”

THE IMPACT

Less noise, faster onboarding, and stronger margins

Liongard’s unified asset intelligence made it easy to quickly uncover hidden risks, enforce controls, and close security gaps across all of Executech’s client environments.

The automated documentation also helped the company reclaim about an hour of time, per technician, per day.

That was a major operational win on its own. But when it came to onboarding, the time savings were even more dramatic.

Before Liongard, bringing on a new client took an average of 81 hours. Now, it takes closer to four.

- ▶ “In one instance, our team was able to onboard a 25-user environment in just 56 minutes”



Liongard also reduced noise across Executech’s service desk by catching misconfigurations before they became incidents. Wright’s goal is to end each day with zero unassigned tickets, and Liongard’s visibility helps his teams stay ahead.

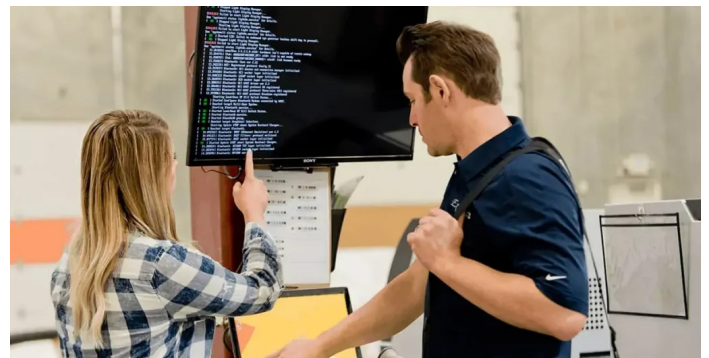
The time savings were only part of the story. Executech was also able to drop several other tools after switching to Liongard, saving them roughly \$25,000 a year in licensing and maintenance costs.

Beyond the operational wins, Liongard has also helped Executech protect its customers when it matters most.

During one onboarding, the platform detected an unsecured wireless router hidden under a desk. That rogue device turned out to be the entry point for an active breach. Executech identified and contained the attack before their full security stack was even in place.

- ▶ “‘That’s why we hired you,’ the client told me. Liongard helped prove they made the right decision.”

Thanks to Liongard, the Executech team no longer wastes hours on repetitive manual updates and has more time to dedicate to proactive projects that move clients forward.



- ▶ “What we do is protect our customers’ dreams. When their IT runs smoothly, they can focus on growth and what they set out to achieve.”





THE CONCLUSION

The power of unified visibility

Liongard gives Executech the visibility and automation it needs to scale with confidence.

What started as an inherited tool from an acquisition grew into the backbone of Executech's operations. Liongard helps the company save time, cut costs, and give technicians the visibility to solve problems before they start.

Ready to see how Liongard can help your team save time and deliver results that build confidence?

[Schedule your discovery call now!](#)

