

CASE STUDY

HOW NUCLEUS NETWORKS USES LIONGARD'S UNIFIED ASSET INTELLIGENCE TO WORK FASTER AND STRENGTHEN SECURITY

BACKGROUND

More clients, more systems, and a growing need for visibility

Headquartered in Canada, Nucleus Networks' 90-person team supports more than 200 clients. Karl Fulljames, CTO, joined as the company's fifth employee. Over the past 16 years, he's helped Nucleus Networks grow into one of the largest MSPs in its market.

As the business expanded, Karl's team needed a reliable way to understand each client's environment and make informed decisions quickly. But that became difficult as the number of systems they managed increased.



THE PROBLEM

Too many systems. Not enough visibility.

Before Liongard, the Nucleus Networks team spent a lot of time just trying to maintain a clear picture of each client's environment. Nothing was in one place, which meant every task started with a search.

If a firewall vendor issued a security notice, for example, the team had no central way to see which clients were affected. Technicians had to ask around in Teams to see if anyone had information or log into each device to check its firmware version.

In co-managed environments, it was even harder to know what had recently changed, who changed it, or whether a new misconfiguration had created an issue.

"Our RMM could tell us if something was online," Karl said. "But was that device secure? Was it configured properly? Did it have the right firmware? Those answers were never in one place."

Microsoft 365 security assessments were also a headache.

To create a detailed scorecard, the team had to log into each tenant and manually click through every configuration. A single assessment could easily take two days.

The slowdown didn't just affect workflows. It affected everything around them: client conversations, important security reviews, even day-to-day momentum. When you can't get answers quickly, everything else waits. "It's not that the work was difficult," Karl said. "It was just slow. And that made it harder for us to scale."



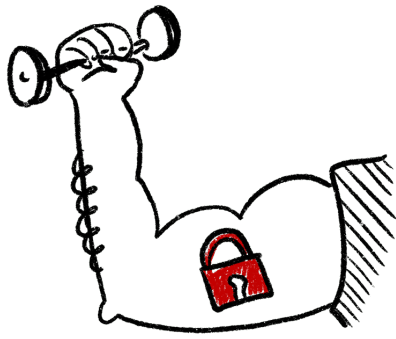
THE SOLUTION

Faster answers with everything in one place

When Karl's team became a Liongard Partner, the rollout was straightforward, and within a month he had tested the platform and connected it to the systems they needed.

Once in place, Liongard's unified asset intelligence gave the team complete visibility across every identity, device, system, and SaaS application under management.





For Karl, the impact was immediate.

During a recent internal data center change, he needed to verify all the external IP addresses in use. Instead of logging into multiple firewalls and searching for credentials, he simply checked Liongard.

"I was able to look it up really quickly and trust that it was accurate," he said. "It took a couple of minutes, not half an hour."

Security assessments also became significantly faster. Instead of logging into each Microsoft 365 tenant, Nucleus uses Liongard to get an overview and only drills into systems that need extra attention.

What once took a full day or more now takes a couple of hours.

"Seeing everything in one place has been very helpful," Karl said. "Without Liongard, we needed checks and balances that cost us a lot of time."



THE IMPACT

A more proactive team and more confident clients

Today, everyone at Nucleus uses Liongard, from tier 1 techs to escalation engineers, vCIOs, and the business transformation team. It's become their primary source of truth for onboarding, planning and security remediation.

It's made everyone's jobs easier. What used to require digging through tools or asking around internally is now available instantly.

Clients feel the impact as well. Liongard's reporting helps Nucleus spot unused or inactive Microsoft 365 licenses, something the team had no practical way to track before.

"That saves them money right off the bat," Karl said. "And it keeps us accountable."

Transparency has improved, too. Nucleus Networks gives some clients access to Liongard's dashboards. This provides a clear real-time view of their own environments and the work Nucleus is doing to keep them secure.

Liongard has also helped Nucleus strengthen its security offering. The team now includes Liongard-driven attack surface management in its standard package for new clients.

But the add-on isn't about money. "It's not just a revenue generator," Karl said. "It just helps us help them stay ahead of issues."

THE CONCLUSION

Unified visibility that builds trust

Liongard gives Nucleus Networks the visibility and automation it needs to support hundreds of clients with confidence.

By consolidating asset intelligence, eliminating manual lookups, and strengthening reporting, Liongard helps the team work faster, make better decisions, and improve the customer experience.

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

[Schedule your discovery call now!](#)

