



IN-TELECOM: FROM SMALL BEGINNINGS TO INDUSTRY INNOVATOR



In-Telecom, established in 2009, has transitioned from a humble family business to a significant contender in the Managed Service Provider (MSP) sector, focusing on IT consulting and cybersecurity. Under the leadership of Shawn Torres, CEO, In-Telecom has thrived, driven by Shawn's vision to build a dynamic, efficient business while ensuring top-tier client service. Alongside Michael Streaker, Cyber Services Manager, their team is committed to helping businesses navigate an increasingly complex IT environment with operational excellence and cybersecurity expertise.

The Challenge: Navigating Complex Operations and Financial Blind Spots

As In-Telecom rapidly expanded its client base, the organization encountered substantial challenges in managing its financial and operational processes. "We grew so fast, we didn't know what we didn't know," Shawn reflects. With multiple disparate systems in use, visibility into critical financial metrics suffered, leading to inefficiencies and potential revenue losses. In-Telecom recognized the urgent need for a solution capable of integrating its operational and financial data to improve decision-making and recover lost revenue.

The Search for a Solution: Liongard as a Versatile Tool



In-Telecom initially approached Liongard with the goal of automating billing processes. However, they quickly discovered that Liongard offered much more than they anticipated. Shawn clarified that while Liongard is often seen as a cybersecurity tool, it also excels in robust financial operations, showcasing impressive capabilities in areas like account reconciliation and COGS verification.



With Liongard, users can effortlessly build custom reports to reconcile billing, whether for individual clients or an entire customer base, making financial management a breeze. The innovative Single Environment Dashboard enables users to seamlessly compare agreement outputs using automated documentation, while the Billing Review tab allows for easy linking of metrics to agreements, ensuring impeccable billing accuracy.



Additionally, Liongard offers detailed license count reports for major platforms like Microsoft 365, Active Directory, Azure AD, and Google Workspace. The active user account tracking feature from Active Directory guarantees that every active user is accurately billed. This multifaceted approach empowered In-Telecom to streamline its financial processes while simultaneously enhancing operational efficiencies.

Key Benefits: Streamlined Operations and Financial Recovery

With Liongard, In-Telecom dismantled silos and established a comprehensive view of its financial landscape. The platform's account reconciliation capabilities were a true revelation, enabling the company to recapture an impressive \$12,000 to \$14,000 in monthly recurring revenue that had previously slipped through the cracks. This newfound clarity allowed the team to swiftly identify and address financial discrepancies, preventing them from escalating into larger issues.

Liongard has become a cornerstone in facilitating operational efficiency. Tasks that were once time-consuming, like Quarterly Business Reviews (QBRs), are now streamlined through automated reporting sourced from Liongard's extensive data repository. This improvement not only boosts operational efficiency but also enhances client trust through the provision of timely and accurate information.



Proactive Financial Management and Operational Insight

Liongard has revolutionized In-Telecom's financial management approach. The platform enables continuous monitoring of client environments, which aids in identifying issues such as offboarding errors—instances where the company was still paying for unused tools. Shawn highlighted how Liongard's comprehensive insights facilitate better decision-making, particularly regarding financial health and operational performance.

In-Telecom has found that its primary use of Liongard focuses more on operational management than security, aligning perfectly with its immediate needs for financial visibility and efficiency.

Future Growth: Expanding Capabilities and Monetization Strategies

Looking forward, In-Telecom is enthusiastic about leveraging Liongard's capabilities even further. Shawn has tasked the CIO with developing a strategy to monetize Liongard beyond its current role as a tool within service agreements. By automating billing and other operational processes, In-Telecom anticipates saving significant time and achieving a clear return on investment.

Shawn envisions expanding Liongard's application to offer premium compliance and security services, especially as regulatory demands increase. The platform's ability to deliver detailed reporting and change control could not only safeguard clients but also unlock new revenue opportunities.



SHAWN TORRES,
CEO and Co-Founder of
In-Telecom

Client Impact: Delivering Value and Building Trust

The integration of Liongard into In-Telecom's operations has profoundly enhanced service delivery. Clients benefit from the transparency and insights generated through accurate, up-to-date reporting across multiple systems, which strengthens trust and improves retention rates.

Shawn also notes the seamless integration of multiple Liongard portals acquired through partnerships, simplifying operations and enhancing service quality.

Final Thoughts: A Catalyst for Growth and Efficiency

For MSPs eager to tackle operational challenges and boost financial visibility, Shawn's message is compelling:

" Liongard is a game-changer. Its ability to provide actionable insights across our financial landscape has improved our efficiency and helped us safeguard our clients' interests."

As In-Telecom continues its growth trajectory, Liongard will remain a vital resource for navigating complex environments, ensuring financial stability, and delivering exceptional value to clients. In a competitive landscape where operational efficiency and financial management are paramount, Liongard is empowering In-Telecom to lead the way.

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ABOUT LIONGARD**



Liongard's platform automates visibility into your attack surface, maintaining an inventory of assets, software, and user accounts. This enables you track changes as they occur, keeping an accurate record of configuration state and evidence when you need it.



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