



DS Tech Achieves Continuous Security Coverage Across 100+ Clients

“The one report I really like is their remediated in the past 90 days. You can actually see every single computer that’s been updated, the software that’s been patched, maybe the security holes you’re fixing within the past 90 days.”

Tim Soper
Security Specialist at DS Tech

Introduction

Tim Soper, Security Specialist at [DS Tech](#), summarizes the impact of ConnectSecure:

“Every 15 minutes we’re updated with live data... this allows us to be preventative rather than reactionary with vulnerability remediation.”

This real-time approach to security has revolutionized how DS Tech protects its more than 100 clients across financial services, healthcare, and manufacturing sectors.

By implementing ConnectSecure, DS Tech has dramatically reduced audit findings, empowered tier-one technicians to handle complex vulnerability remediation, and gained the ability to clearly demonstrate the ongoing value of their security services. The platform’s success has been so impressive that DS Tech’s internal MSSP team is now testing it alongside their existing solutions.

Get to know DS Tech

DS Tech is a managed service provider and part of the New Charter Technologies group. Based in Michigan's Upper Peninsula, DS Tech is ranked as the #1 Managed IT Company in the area and provides comprehensive IT services to more than 100 businesses across multiple industries, with particular expertise in financial institutions, healthcare, and manufacturing.

As their website states, "At DS Tech, we are in the business of identifying issues before they become emergencies while providing fast local IT response times!" This proactive approach is central to their value proposition, which focuses on giving clients "peace of mind when it comes to IT" through a combination of preventative maintenance, hourly support, and flat-rate service packages.

The main challenge: Breaking the reactive security cycle

Lack of visibility

Before implementing ConnectSecure, DS Tech's security approach was primarily reactive. Their previous vulnerability scanning solution would take two to three days to complete assessments, with scans frequently failing if endpoints restarted during the process. The lag made it difficult to maintain complete visibility into their clients' environments between scheduled scans.

Audit pressures

The company also struggled with managing audit compliance for clients in regulated industries. When auditors delivered their reports, the DS Tech team faced pressure to remediate numerous vulnerabilities on tight deadlines. The reactive cycle made it difficult to maintain consistent security coverage across their diverse client base.

The value struggle

Perhaps most challenging was demonstrating value to clients when systems were running smoothly. As Tim Soper explains, "*When things are humming along and nothing's breaking, sometimes it's hard to justify your existence.*" Clients didn't see the extensive behind-the-scenes work keeping their systems secure and updated.

Managing vulnerabilities across more than 100 companies required a more efficient approach that would enable DS Tech to transition from reactive break-fixing to proactive security management.

Discovering ConnectSecure: Partner-driven development made the difference

When evaluating potential security solutions, DS Tech prioritized adaptability, partner engagement, and technical capabilities. Therefore, ConnectSecure's commitment to leveraging partner feedback to drive improvements stood out to the DS Tech team.

Soper witnessed the platform mature from versions two through four, noting that ConnectSecure consistently incorporated partner suggestions.

"They're very good at taking the partner's feedback and implementing it into the solution when it makes sense," Soper explains. "They're not just selling you the product, telling you how it's going to work. They're taking all the feedback on weekly calls, parsing that information and planning it into the roadmap."

“By staying up on the vulnerability remediation in real time, doing continuous vulnerability management, by the time the audits were to come around, there were a lot fewer findings. It looked better for the client. There are better security posture and overall they're more secure because there's less vulnerabilities or holes in the systems for attackers to exploit.”

Tim Soper

Security Specialist at DS Tech

The technical capabilities that influenced DS Tech's decision included:

- 1. Continuous Monitoring:** Unlike point-in-time scanning, ConnectSecure's agent-based approach provides updated data every 15 minutes, eliminating security blind spots.
- 2. Clear Remediation Paths:** The intuitive interface makes it easy for technicians to identify affected endpoints and implement fixes with just a few clicks.
- 3. Comprehensive Documentation:** ConnectSecure's contextual help system redirects users to the exact relevant section of the knowledge base, enabling technicians to quickly find information and self-train.
- 4. Integration Capabilities:** The platform easily integrates with DS Tech's ConnectWise ticketing system and other tools, with new integrations regularly added based on partner feedback.

The results: Transforming security operations

ConnectSecure has delivered significant improvements across DS Tech's security operations:

Enhanced vulnerability management

The switch to continuous monitoring has fundamentally changed how DS Tech approaches security. Rather than waiting for multi-day scans to complete, the team now has real-time visibility into client environments. Every endpoint has an agent that actively scans and reports data every 15 minutes, enabling the team to identify and address vulnerabilities as they emerge rather than discovering them days or weeks later.

Simplified audit compliance

By proactively addressing vulnerabilities, DS Tech has dramatically reduced the findings in client security audits. Continuous vulnerability management means that by the time auditors arrive, many issues have already been remediated. The clients' improved security posture improves their reputation with auditors and regulators.

Skill development and operational efficiency

A key operational improvement has been the ability to expand vulnerability management beyond senior technical staff. ConnectSecure's intuitive interface and clear remediation paths have enabled DS Tech to create standard operating procedures that allow tier-one technicians to successfully remediate many vulnerabilities. That way, junior staff gain hands-on experience with security concepts and gradually build expertise that prepares them for more advanced roles.

Demonstrable value to clients

ConnectSecure's comprehensive reporting capabilities have solved one of DS Tech's most persistent challenges: demonstrating the value of their security services when everything is working correctly. The "remediated in the past 90 days" report shows clients exactly what vulnerabilities have been addressed across their environment, making the invisible work of security maintenance visible and quantifiable.

Cross-organization adoption

The success of ConnectSecure at DS Tech has led to broader interest within the New Charter Technologies group. After Soper demonstrated the platform to the MSSP team responsible for internal security operations, they were so impressed with features such as reporting and the UI that they plan to begin a side-by-side evaluation with their existing solution.

Future outlook

ConnectSecure fuels DS Tech's commitment to delivering proactive security services. As Soper notes, *"You really need to have a continuous vulnerability management solution in place, and that's where ConnectSecure really fits that bill."*

The platform's partner-driven innovation approach ensures DS Tech stays ahead of emerging threats while providing measurable value to clients. What began as a tool for managing vulnerabilities has helped transform DS Tech's entire security practice—moving from break-fix reactions to proactive protection.

The success at DS Tech and the interest shown by their internal MSSP team demonstrates how the right security platform can strengthen client relationships while protecting against today's sophisticated cyber threats.

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.