



Better Data, Stronger Security for LBMC Technology Solutions

Introduction

“We were drawn to ConnectSecure because of the breadth of tools that it brought and the value that we got from it for the cost.”

Jason Boyd
Sr. Manager and Security Lead, LBMC

When it comes to securing client networks, [LBMC Technology Solutions](#) understands that detection alone isn't enough. The company needed a solution that could provide comprehensive visibility across diverse client environments while strengthening their overall security practice.

By partnering with ConnectSecure, LBMC has transformed their ability to uncover hidden vulnerabilities, implement industry-standard frameworks, and validate their own security processes. The ConnectSecure vulnerability and compliance management platform has now become central to their daily operations, enabling LBMC to deliver the proactive, thorough protection their clients depend on.

Get to know LBMC Technology Solutions

LBMC Technology Solutions is part of the LBMC Family of Companies, a premier provider of IT consulting and technology services. Headquartered in Brentwood, Tenn., with additional offices in Knoxville, Chattanooga, and Charlotte, N.C., the company serves approximately 10,000 clients across the United States.

LBMC offers a comprehensive suite of managed services and is also known for their expertise in the areas of cybersecurity, data analytics, and cloud computing. With over 600 employees, including a team of certified professionals who specialize in helping businesses address compliance and security challenges, LBMC combines the resources of a large international organization with the personalized service of a local provider.

The main challenge: Limited visibility introduced risk

LBMC Technology Solutions is committed to implementing the CIS 18 framework for their clients. But as they tried to strengthen their capabilities around the critical “Identify” control — the first and foundational element of the framework — their existing solution came up short. While it offered adequate detection, it lacked comprehensive visibility into client vulnerabilities. The team needed a more robust platform that would:

- Provide deeper insights into potential security gaps across client networks
- Deliver more actionable vulnerability data
- Offer a system of checks and balances for their internal processes
- Help ensure client safety in an increasingly complex security environment

Discovering ConnectSecure: Comprehensiveness made impression

When evaluating potential security partners, LBMC prioritized vulnerability data quality and comprehensiveness. Led by Sr. Manager and Security Lead Jason Boyd, the team conducted an extensive market analysis to find a solution that would meet their expanding requirements. He explains:

“In our evaluations, we were looking primarily at the vulnerability data that we could get from the given tools. As we investigated the market, we found we could get much more than we originally thought.”

What set ConnectSecure apart from other solutions in LBMC's evaluation process was:

- 1. Comprehensive Data Collection:** The platform provided significantly more vulnerability data than competitors, offering deeper insights into client networks. Its breadth of capabilities, packaged as all-in-one, put it well ahead of other solutions.
- 2. Value-to-Cost Ratio:** LBMC found exceptional value in ConnectSecure relative to its cost—a crucial factor for MSPs focused on delivering premium services while maintaining healthy margins.
- 3. Integration with Security Frameworks:** The solution's alignment with established frameworks like CIS 18 made it easier for LBMC to implement industry-recognized security standards for their clients.
- 4. Agentless Scanning Capabilities:** The ability to detect devices without requiring agent installation expanded LBMC's visibility into client networks and uncovered previously hidden vulnerabilities.

“We really wanted a tool that brought us more data, helped us keep our clients safer. And at the same time, let us have a check and balance against our own processes to make sure we were doing what we needed to do for our clients.”

Jason Boyd
Sr. Manager and Security Lead, LBMC

The results: Elevated client protection drives business

ConnectSecure has delivered significant improvements in several key areas:

- 1. Enhanced Vulnerability Detection:** The platform's comprehensive scanning capabilities have enabled LBMC to uncover previously hidden vulnerabilities.
- 2. Improved Client Security Posture:** By leveraging ConnectSecure's tools, LBMC has elevated their security offerings beyond basic managed services. The platform has helped them transition to providing truly comprehensive security protection for their clients.
- 3. Better Process Verification:** The solution has given LBMC the ability to check their own internal systems and processes, ensuring they meet the high standards they set for client service delivery.
- 4. Enhanced CIS Framework Implementation:** For LBMC's commitment to the CIS 18 framework, ConnectSecure has provided crucial support for the “Identify” control — the first and foundational element of the security framework. The platform delivers reliable telemetry data that helps pinpoint vulnerabilities and strengthen clients' security posture from the ground up.
- 5. Expanded Security Practice:** ConnectSecure has helped LBMC grow their security business, creating additional revenue opportunities while strengthening client relationships through enhanced protection services. The platform's value proposition has made it easier for LBMC to demonstrate the importance of comprehensive security measures to clients.

“One of the items that ConnectSecure really brings in for us is the ability to scan devices that may or may not have an agent installed on them,” Boyd notes. “It really lets us try to uncover devices that may be lurking in a client's network somewhere in a closet that may be hard to detect otherwise.”

Future outlook

As LBMC Technology Solutions continues to evolve its service offerings, ConnectSecure remains an integral component of their security strategy. The company is committed to going beyond traditional MSP service models to deliver exceptional security for their clients.

“As a solutions provider for our clients, we want to be well beyond just keeping the lights on, as has maybe been a traditional focus of managed service providers,” says Boyd. “We really want to bring that extra security layer to those that we serve to make sure that their companies and their data are as safe and secure as possible in today’s world.”

With ConnectSecure as a foundation, LBMC is well-positioned to continue growing their security practice while delivering the comprehensive protection their clients need.

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.