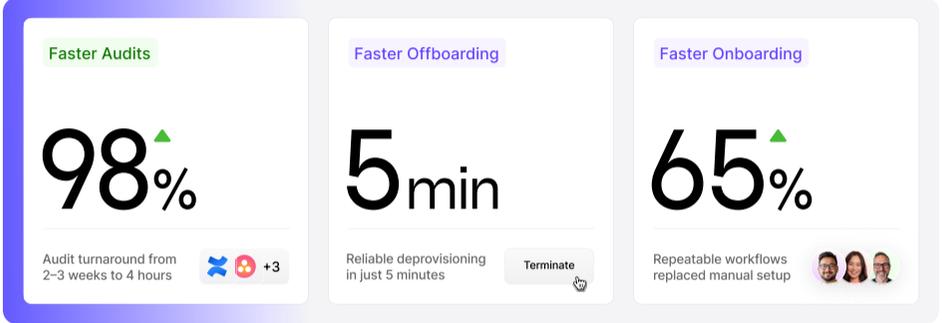


How **advisory** MSP Slashed Audit Times by 98% and Scaled Operational Efficiency with Josys

Advisory is a leading MSP that delivers expert-level IT management and security for distributed teams. With a high-efficiency team of 24, they manage over 70 clients and 4,200 endpoints, providing a full suite of services—from core infrastructure and identity management (Okta, M365) to advanced device security. By leveraging a modern tech stack, Advisory ensures every client environment remains secure, compliant, and fully productive.

Manual processes and limited visibility created significant hurdles for Advisory's lean team. To scale, they needed a centralized solution to automate audits, manage access, and enforce client policies.



The Challenge: Time-Consuming Manual Workflows and the Risk of Human Error

With each client utilizing anywhere from 10 to 30 different applications each, Advisory's team was forced to manually log into individual applications to pull reports, a process that was both inefficient and prone to human error. Consequently, generating a comprehensive audit could take two to three weeks, resulting in data that was "stale and outdated" by the time it reached clients for review.

The lack of centralized visibility hampered security efforts when in managing their clients; without a unified view, tasks like verifying Two-Factor Authentication (2FA) enforcement or identifying Shadow IT – such as third-party consultants holding administrative privileges – was a very manual and time consuming process.

"Being able to view all of my clients' alerts in one place is really a game changer for us."

David Doney
Service Delivery Team Lead

The Solution: Centralized Automation via the Josys Multi-Tenant Portal

After evaluating several providers, Advisory found their solution in Josys' Multi-Tenant Portal (MTP), specifically built for MSPs. Utilizing this game changing MTP platform, Advisory eliminated the need for their technicians to manually toggle between individual client portals or Chrome profiles to view alerts, effectively automating complex user lifecycle tasks. With Josys, the team reduced the time required for user onboarding by over 65%, while offboarding was streamlined to a swift five-minute process.

Furthermore, the platform transformed their auditing capabilities, allowing Advisory's team to instantly pull real-time data on licensing usage, 2FA enforcement, and Shadow IT risks – tasks that previously took weeks were shortened into mere hours. By integrating these capabilities, Josys empowered Advisory's lean team to scale operations and enforce rigorous security compliance across 4,200 endpoints without without increasing headcount.

Key Outcomes:

- Slashed Audit Times by 98%**
The accelerated speed of generating client audit reports to clients, was a result of transforming a manual process plagued by stale data into real-time value add, enabling immediate action on unused licenses and addressing security gaps for clients.
- Scalable Efficiency for a Lean Team**
Managed to maintain a lean operational model with Josys allowing scalability and support infrastructure, proving that the right tooling could handle the workload of a larger team.
- Enhanced Security Posture via Multi-Tenant Visibility**
Technicians at Advisory are now able to concurrently view alerts and manage all client environments from a single dashboard. Instantly flagging unauthorized actions, streamline policy creation, and compliant enforcement across thousands of users.

Looking Ahead: Building an "Audit Playbook" for Every Client

As Advisory continues to scale, they plan to deepen their integration with Josys to further standardize their client services. The goal is to utilize their new found speed of Josys to perform comprehensive audits for over 70 current and new clients on a quarterly basis – a frequency that was not attainable prior to using the platform.

Additionally, Advisory aims to implement Josys' Employee Portal which would allow end users the ability to request and receive access to software through automated approval workflows, further reducing the ticket volume for their service desk. "We're excited to see what's coming next," says Doney. "The time savings for my team with Josys can't be compared to anything else we've done so far".

"Before Josys, our initial audit process took 2 to 3 weeks. Now it takes a maximum of 4 hours to return actionable audits to clients."

Jay Chaudhrey
Director of Business Development