

# How ExperTech Moved from Reactive Microsoft 365 Security Reviews to Continuous, Proactive Monitoring Across Hundreds of Managed Tenants with Overe

**ExperTech** is a Medellin-based Microsoft Solutions Partner and MSP that has been serving companies across Colombia and Latin America for more than 15 years. Certified across all six Microsoft Solution Partner specialisations and ISO 27001 accredited, ExperTech manages Microsoft 365 environments for hundreds of organisations across sectors including finance, healthcare, manufacturing, and the public sector.

## CHALLENGE

ExperTech's security visibility depended on manual SOC team validations and Microsoft Secure Score metrics. Obtaining detailed information on application permissions, account status, deployed configurations, potential risks, and improvement recommendations required manual processes that were time-consuming and inconsistent across environments.

### Key challenges:

- Manual SOC reviews and Secure Score metrics as primary visibility tools
- No centralised view across the managed tenant portfolio
- Data collection, not remediation, consuming engineering time
- Scaling security assurance across hundreds of client organisations



|          |                                                                  |
|----------|------------------------------------------------------------------|
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| Company  | ExperTech                                                        |
| Website  | <a href="https://expertech.com.co">expertech.com.co</a>          |
| Industry | Managed IT Services (MSP)                                        |
| Location | Medellin, Colombia                                               |
| Focus    | Microsoft 365 managed services across Colombia and Latin America |

## SOLUTION

ExperTech adopted **Overe** to automate collection, correlation, and analysis of critical tenant information. The team now has continuous security posture evaluation, centralised monitoring of critical events and configurations, and immediate access to prioritised recommendations. **Engineers can quickly identify risks, validate permissions, and act on findings without spending time on repetitive data collection.**



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## THE OUTCOME

ExperTech now **detects problems before they turn into incidents**, responds more quickly, and maintains uniform security standards across all managed tenants. **Engineers spend more time on higher-value client work**, and security assurance across the portfolio is more consistent, more scalable, and more credible.

*"Our approach has evolved from a primarily reactive management style to a much more proactive strategy. We now have continuous security posture evaluation, centralised monitoring of critical events and configurations, and immediate access to prioritised recommendations. This allows us to detect problems before they turn into incidents, respond more quickly, and maintain uniform security standards across all managed tenants."*

- Richar Salazar, Engineering Lead, ExperTech

## RESULTS

- ✓ **Continuous, automated monitoring** replaces reactive manual SOC reviews
- ✓ **Centralised visibility** across hundreds of managed Microsoft 365 tenants
- ✓ **Faster risk identification** with prioritised recommendations ready for action
- ✓ **More time for engineers** to focus on remediation and higher-value client work
- ✓ **Uniform security standards** maintained consistently across all managed tenants

By adopting Overe, ExperTech has made Microsoft 365 security management more proactive, more consistent, and more scalable across every managed tenant.

## WHY IT MATTERS?

For an MSP managing Microsoft 365 across hundreds of client organisations, continuous visibility and automated analysis are not optional. Overe gives ExperTech that foundation, making it possible to deliver consistent, scalable security assurance without growing the team proportionally.

## READY TO SEE BY YOURSELF?

**Get started now with Overe.**

Get full platform access, Assess, Harden, Monitor, and Respond, on your own tenant with a 14-day free trial. No commitment beyond the 14 days.

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