Lighthouse IT Solutions is a growing Managed Service Provider (MSP) located in Northwest Ohio, led by veteran IT professional and owner, Matt Almendinger. Lighthouse IT is a big advocate of automation and has been able to sustainably grow their MSP business by leveraging process automation tools.

The Problem

Not Enough Techs

When Matt separated from his company in 2011, several clients would just not let go. They enjoyed the experience and value that Matt provided. As the client base grew, he hired one business person and slowly hired additional technical staff. The challenge is, how to grow the business without bringing on more IT Techs? As Matt explained it, when our clients call with an issue they expect to talk to a technical person. Since he and his seven team members share that load, the person answering the phone can't always do much to help. Even within the technical ranks, it didn't make sense to dole out more privileges. Securing the Lighthouse IT environment and subsequently their customers' environments is paramount.

Automation Gaps

Automation plays a significant role in the business plan for Lighthouse IT. Anything that is done on a regular basis should be automated. Technicians regularly leverage the Lighthouse IT Remote Management and Monitoring (RMM) tool. The RMM system is a vital backend tool to trigger events, run workflows, and enforce policies. The problem is that the tool is too complex for anyone except the seasoned IT personnel.

> **Unlike RMMs, Cimitra is very front-end focused and user friendly. It takes user inputs and can be customized. Together with our RMM, we have a system for all levels of expertise.**
>
> **Matt A.** | *MSP Business Owner @ Lighthouse IT Solutions*

"I saw dollar signs, less frustration, less burn out, more involvement, really just do more, expand our services and turn every team member into a technician."
-Matt A.

Cimitra

"We pay thousands of dollars a month to vendors to help us automate - do more with less. Cimitra is a key vendor because it allows us to get more people in the game," says Matt Almendinger. The "SaaS-factor", as Matt calls it, has created a situation where customers now expect instant gratificationtion. A user calls and within a minute or two expects to have the issue resolved. Cimitra allows Lighthouse IT to get a jump on resolution processes for common daily requests such as Active Directory user onboarding, offboarding and user changes such as password resets. Customers see immediate action without an interruption to the Lighthouse IT technical team. Taking the routine functions out of the IT queue is huge for the focus, happiness and profitability of the Lighthouse IT team.

The pandemic has been very good for the MSP business. "Bad IT people cracked in 2020, and good ones cracked in 2021," remarks Matt. Burnout was a large contributor. Dealing with interruptions, and all the surrounding documentation of tickets and feeling the pressure makes IT staff anxious and overworked.

> **My accounting person can read through the questions and create a new user right on the fly. I can now empower non-technical people to assist, helping reduce ticket times and stress on my technical guys.**
>
> **Matt A.** | *MSP Business Owner @ Lighthouse IT Solutions*

Repeatability, Security, Process Adherence, Co-Management

"Our technology stack has evolved over the years and is now well integrated and designed to get every bit of value out of the pieces. Cimitra is a key part because, unlike our RMM system, Cimitra is very front-end focused and extremely user friendly," says Matt. Cimitra has APIs that can connect to most major systems.

"One of the strengths of Cimitra is **process adherence**. A task written in Cimitra is going to be the same every time. This attribute enhances **repeatability and security**."

Lighthouse IT is anticipating using and extending Cimitra to assist in creating new tenants in their private cloud system and allowing their clients to experience a **co-managed** solution. "It's very open and accessible for all sorts of new business solutions," says Matt.

> **With Cimitra as a trusted partner we can push the envelope of the experience we want for our clients, keep their environments secure and grow our business in new ways.**
>
> **Matt A.** | *MSP Business Owner @ Lighthouse IT Solutions*