

Corent's SaaSops™ Platform empowered Gradient Cyber to rapidly operationalize their SaaS on AWS Marketplace by automating tenant lifecycle management, enabling faster onboarding, seamless scaling, and efficient service delivery.



Project Overview

Gradient Cyber grappled with manual tenant provisioning and insufficient customer notifications, severely hindering their scalability on the AWS Marketplace. SaaSops implemented a powerful automated system with real-time email notifications, empowering Gradient Cyber to excel in a competitive digital landscape.

Case Study

Gradient Cyber

Gradient Cyber is a cybersecurity company that provides Managed Extended Detection and Response (MXDR) services, specializing in mid-market organizations. Their offering focuses on comprehensive threat detection and response across diverse digital environments.

Industry: Cybersecurity, Cloud Security, Data Privacy

Region: Southlake, Texas, USA

Challenges

- ▶ **Lack of Notifications:** There was no system to notify customers about tenant status and important updates.
- ▶ **Manual Tenant Provisioning:** Onboarding new tenants was labor-intensive, limiting growth potential.
- ▶ **No Automated Tenant Management:** There was no automation for tenant creation, management, or deletion, and the API was not integrated.

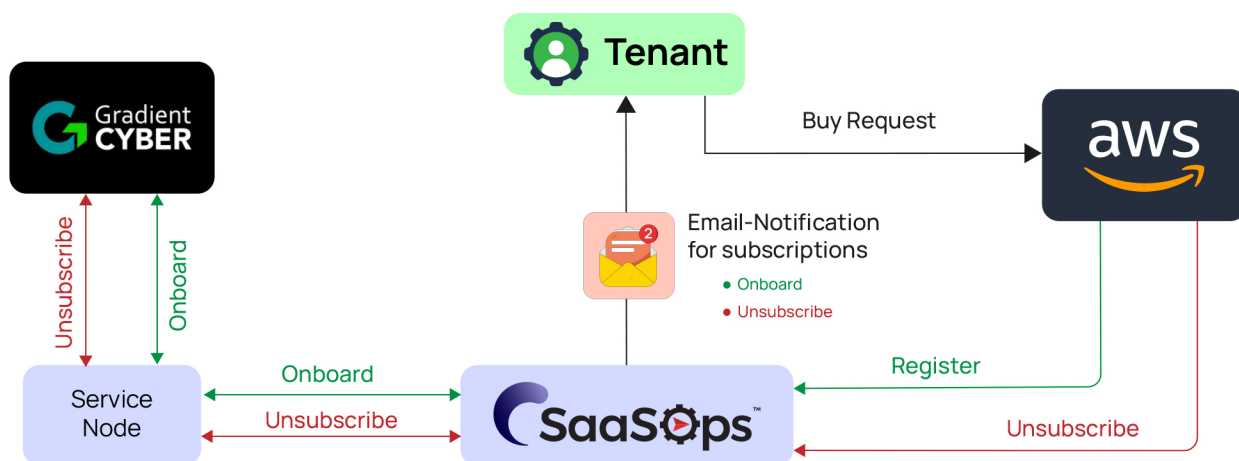
Solution

- ▶ **AWS Marketplace Publishing:** Enabled Gradient Cyber to offer their solution on AWS Marketplace with enhanced automation features.
- ▶ **Tenant Lifecycle Automation:** Automated tenant creation, upgrades, and management to reduce manual intervention and optimize operations.
- ▶ **Auto-Transactable Capabilities:** Enabled seamless transactions on AWS Marketplace with automated service provisioning.

Benefits

- ▶ **Seamless Onboarding:** Automation minimized manual onboarding efforts, reducing churn and enhancing customer satisfaction.
- ▶ **Enhanced Customer Communication:** Real-time notifications kept customers informed throughout their journey.
- ▶ **Operational Efficiency:** Automation freed the team to focus on core cybersecurity services, enhancing productivity.
- ▶ **Scalability:** Automated provisioning and transactions allowed Gradient Cyber to scale effortlessly as demand grew.
- ▶ **Streamlined Operations:** The end-to-end automated solution resulted in a more reliable and scalable service model.

Solution Blueprint



Results

Gradient Cyber automated tenant management on AWS Marketplace with SaaSops, achieving faster onboarding, better communication, and enhanced efficiency for sustainable growth.



Maritsa Kondilas

Sr. Director of Business Development - Gradient Cyber

We wanted to publish our MXDR solution as an automated, transactable SaaS offering on AWS marketplace as fast and easily as possible. SaaSops made it effortless! Our team was thoroughly impressed.

Discover how our tenant management and automation solutions can help your business achieve SaaS success like Gradient Cyber.

Get in touch today

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