

Customer: Research institute

Solution: Dataprise

Challenge: Finding the right MSP

Business Won: \$145K ARR



The Challenge

A research institute needed a managed security provider to support their small IT team and growth plans, but they had strict requirements: They wouldn't give up control of their environment, accept vendor lock-in, or work with any supplier that couldn't keep up with their future growth.



The Discovery Process

Together, Telarus Solution Architect Trevor Burnside and the technology advisor (TA) took the time to understand and validate the customer's specific needs. Trevor and the TA focused on bringing in a solution that would be an extension of the customer's team and scale alongside the business. Ultimately, the TA and Trevor invited Dataprise to present to the customer.



The Solution

Once brought in, Dataprise showed the customer exactly how they'd handle incidents, what their reports would look like, and how they'd work alongside the existing IT team. They designed a full solution that was half managed services and half managed security services—including 24/7 help desk, network monitoring, endpoint detection, and SOC services—all without tying the customer to one vendor. **To date, the project has generated approximately \$145K in annual recurring revenue (ARR).**



Key Takeaways

- **Flexibility Wins:** Tailoring solutions to unique customer needs can lead to more wins.
- **Be Collaborative:** Taking the time understand and validate each customer's specific goals will help build trust.
- **Show, Don't Just Tell:** Live demos help customers make decisions faster.

***Did You Know?** Technology advisors have a 33% higher win rate when Telarus Sales Engineering is at their side.*

Contact your Telarus Partner Development Manager for a consultation.

[Check out the full interview here.](#)