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Clever IT Streamlines Operations and Strengthens Security Through Evo's Unified IAM & PAM

Clever IT x **evo**

🏪	**Industry** SMB	🖥️	**Endpoints** 500	💡	**Evo Solution** PAM

Challenges

- **Fragmented IAM Stack:** Duo, Azure, and a separate PAM tool created a disjointed identity ecosystem that slowed down workflows and made privileged access management an afterthought.

- **Underutilized PAM:** The previous PAM solution became "out of sight, out of mind," leaving unknown privileged accounts unchecked and weakening least-privilege enforcement.

- **Inefficient Workflows:** Navigating multiple dashboards and vendor portals added unnecessary complexity, increasing technician workload and reducing operational focus.

Results

- **Improved Usability:** Evo's unified dashboard and streamlined elevation workflows made daily identity management significantly easier compared to their previous IAM/PAM tools.

- **Greater Accountability:** Required text-based elevation reasons and comprehensive audit logs strengthened visibility into privileged activity across all clients.

- **Stronger Partner Experience:** Direct access to Evo's technical team and rapid response to feedback set a new bar for vendor support, enabling a smooth, low-disruption rollout.

Executive Summary

Clever IT, a managed service provider with 13 years of experience serving small organizations, faced challenges with fragmented identity and access management solutions that were "out of sight, out of mind." Despite already having a privileged access management (PAM) solution in place, the company sought a more consolidated approach to better serve its clients in the 5-15 endpoint range.

By implementing Evo's unified platform, Clever IT streamlined its IAM operations, with End User Elevation becoming its most impactful tool. The partnership has been marked by Evo's exceptional responsiveness to feedback and continuous platform improvements based on partner input. After several months of careful preparation and collaboration with Evo's team, Clever IT successfully deployed the solution with minimal disruption to their stable client base, which has maintained a 98% retention rate over 13 years.

"Ultimately, we decided to move to Evo because despite being on the smaller size for an MSP, **we feel heard here.** There is lots of development happening, and our feedback isn't being dismissed like it was with our previous provider."

About Clever IT

Clever IT is a Calgary-based IT services firm that acts as a strategic technology partner for small and mid-sized businesses. They offer a full suite of services — from managed IT and cloud infrastructure to cybersecurity, web development & hosting, and tech consulting — all built on a philosophy of "technology tailored to your business." Clever IT promises cost-effective, transparent, and flexible support (often month-to-month, no long-term contracts), with a focus on empowering clients through proactive service, automation, and accessible knowledge. Their goal: not just to keep IT running, but to future-proof businesses by anticipating change, minimizing waste, and making tech genuinely useful rather than a headache.

The Challenge

Before partnering with Evo Security, Clever IT managed identity and access through multiple disparate solutions. The company used Duo for internal systems, Azure for various other systems, and CyberFox for technician elevation. This fragmented approach created several operational challenges:

- The existing PAM solution was underutilized, becoming "out of sight, out of mind."

- Managing multiple vendor relationships and dashboards created unnecessary complexity

- The company lacked focus on finding and auditing unknown privileged accounts

- Navigating between various dashboards and workflows was inefficient

The Solution

Clever IT first encountered Evo Security at a tradeshow, though the timing wasn't initially right. When Evo was later mentioned in a Teams chat with other North American MSPs, the company decided to take a closer look. What stood out immediately was Evo's purpose-built approach for MSPs and their exceptional responsiveness to partner feedback.

The implementation focused on several key Evo Security capabilities:

- **End User Elevation:** The most impactful tool, providing easier rule and approval management compared to the previous solution

- **Mobile App:** Simplified management of access issues across environments using MFA/SSO/RADIUS and Elevation

- **Audit Logging:** Comprehensive visibility into access management activity and privileged access history

- **Unified Dashboard:** Consolidated management of 4-6 use cases in a single interface

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The Results

The implementation process was carefully managed over several months. Clever IT worked closely with Evo to iron out requirements before deployment, ensuring a smooth transition. "We worked with Evo for several months ironing out items before finally making the move, which ensured that once we deployed, it was very easy," noted the CTO.

The partnership with Evo Security has delivered significant operational improvements for Clever IT, particularly in terms of partner support and platform responsiveness. While the company already had a PAM solution in place, making direct metrics comparison challenging, the qualitative improvements have been substantial.

Operational Improvements

- **Enhanced usability:** Evo is "much easier to use compared to our previous IAM and PAM solutions."

- **Improved accountability:** The team appreciates that users must provide text reasons for elevation requests.

- **Seamless client experience:** No feedback from clients, which is "precisely what we want."

- **Consolidated operations:** Plans to migrate all MFA and SSO systems to Evo in the coming months.
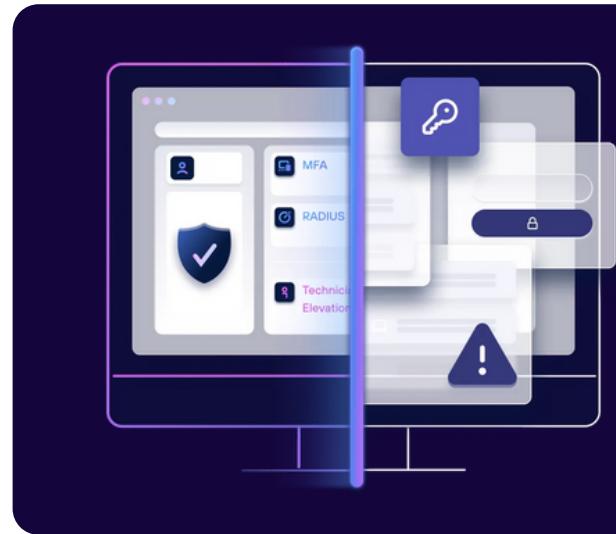
One of the most significant outcomes has been the exceptional level of partner support.

"We have been fortunate to have direct and constructive dialogue with technical resources and work through items that resulted in an outcome that was either in line with or exceeded our expectations,"

When asked about Evo's responsiveness compared to other vendors, the response was emphatic: **"100%. Evo is setting a high bar here."**

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Looking Forward

Clever IT remains extremely satisfied with its Evo Security partnership and has already recommended the solution several times to other MSPs. When asked to describe Evo in three words, the CTO's response was clear: "Partner-focused security."

The company's advice to other MSPs evaluating IAM and PAM tools reflects their positive experience: "Be patient and ask questions. Engage with the community as much as possible and remember that even in our industry, despite what Reddit might have you believe, there is no such thing as a stupid question."

Looking ahead, Clever IT hopes to see Evo expand options for SSO beyond SAML and plans to take advantage of co-marketing opportunities and resources for webinars and content that Evo has offered.

> "It's not just that Evo is purpose-built for MSPs. Our MSP is not AYCE (all-you-can-eat), so watching the bottom line is very important for us. It also means that we try to find a balance between giving clients some degree of control versus the security implications. We feel like Evo has listened and isn't trying to limit who can use a solution like this."

– Moez Tharani , CTO and Co-Founder, Clever IT

About Evo Security

Evo Security is the only IAM platform built for MSPs, consolidating six critical authentication and access tools into one multi-tenant solution. Designed to boost efficiency, margins, and security, Evo simplifies IAM for MSPs, MSSPs, and their SMB clients. Our unified platform integrates MFA, SSO, RADIUS, Help Desk Verification, and PAM, ensuring seamless, secure access. Evo empowers IT service providers with a purpose-built solution that streamlines security and operations. Learn more: https://www.evosecurity.com/

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