

Helion Technologies Streamlines Identity and Access Management with Evo Security



Industry
Automotive



Endpoints
30K



Evo Solution
PAM and IAM

Challenges

- **Excessive Admin Rights:** Administrative privileges had accumulated across users through normal operational growth, increasing complexity in enforcing least-privilege policies and presenting an opportunity for Helion to further harden identity controls.
- **Tool Fragmentation:** Multiple identity and access tools — including Microsoft, Duo, and PAM platforms — were in use, creating operational complexity and an opportunity to further streamline authentication, MFA, and technician workflows through a more unified identity strategy.
- **Scalability Issues:** Growth introduced multiple identity portals, making it harder to standardize privileged access at scale — an area Helion strengthened through greater centralization.

Results

- **Reduced Ticket Volume:** Automated elevation rules eliminated many routine software install and update requests, reducing help desk volume and allowing users to complete common tasks without calling support.
- **Time Savings:** With fewer access-related tickets to manage, technicians spend less time on repetitive tasks and more time on higher-value work that improves security and client outcomes.
- **Enhanced Security & Visibility:** Removing standing local admin accounts strengthened Helion's security posture, while centralized audit logging improved visibility, oversight, and compliance across environments.

About Helion Technologies

Helion Technologies is the nation's leading managed IT, cybersecurity, and compliance provider dedicated exclusively to auto, heavy-truck, and RV dealerships. With over 1,000 dealership locations under management and a 98% client retention rate, Helion delivers the scale, responsiveness, and industry expertise dealerships need to stay secure and productive. For more than 25 years, the company has helped dealerships streamline operations and maintain compliance through proactive monitoring, rapid technical support, and deep understanding of OEM systems and regulatory demands.

Helion's comprehensive service suite includes 24x7x365 SOC monitoring, managed compliance programs, nationwide onsite support, and multi-tier help desk services—all tailored to the unique technology challenges of the dealership environment. By consolidating IT, security, and compliance under one trusted partner, Helion empowers dealerships to eliminate technology headaches, strengthen their cyber resilience, and focus on what they do best: selling and servicing vehicles.

The Challenge: Admin Access Everywhere

Before partnering with Evo Security, Helion encountered a common challenge in the dealership space: user permissions had expanded over time to support speed and flexibility at the store level. While Helion already had strong controls in place, this created an opportunity to further tighten least-privilege enforcement in a way that would not disrupt dealership workflows.

A multi-vendor IAM and PAM architecture supported Helion's security requirements but introduced operational complexity across authentication, MFA, and policy enforcement, making consolidation a strategic step toward greater efficiency and control.

"As we grew, managing identity and privileged access across multiple tools and portals became increasingly complex, which led us to look for a more scalable, unified approach."

The Solution: Consolidation with Evo

Helion turned to Evo Security to simplify and centralize identity security—starting with Evo [End User Elevation](#) to remove permanent admin rights while keeping users productive. Evo's MSP-first design, [just-in-time elevation](#), and flexible packaging were key drivers in their decision.

Implementation has been smooth, with Evo's support team staying responsive through their partner Discord channels. By [consolidating Elevation, Multi-Factor Authentication \(MFA\), and Single Sign-On \(SSO\) under one platform](#), Helion is actively working to reduce vendor sprawl and standardize authentication for both technicians and end users.



"Evo is very willing to work with us on tailored solutions and understands how MSPs actually need to roll out products."

The Results: Greater Efficiency, Stronger Control

Helion has already seen tangible results from deploying Evo's elevation solution:

- **Fewer tickets:** Automated elevation rules mean users no longer have to call in for simple software updates and installs.
- **Better visibility:** Evo's audit logging makes it simple to track privileged access activity across workstations.
- **Saved technician time:** Less time spent on basic access requests.
- **Operational simplicity:** Moving from multiple fragmented IAM tools to one cohesive platform.
- **Improved security posture:** Removed unnecessary local admin accounts, making it easier to meet FTC regulations.

"Technicians are thrilled because it saves them time and work. Clients love not having to call us for basic updates."

Key Wins



Standardized least-privilege access across end users



Increased compliance readiness and security visibility



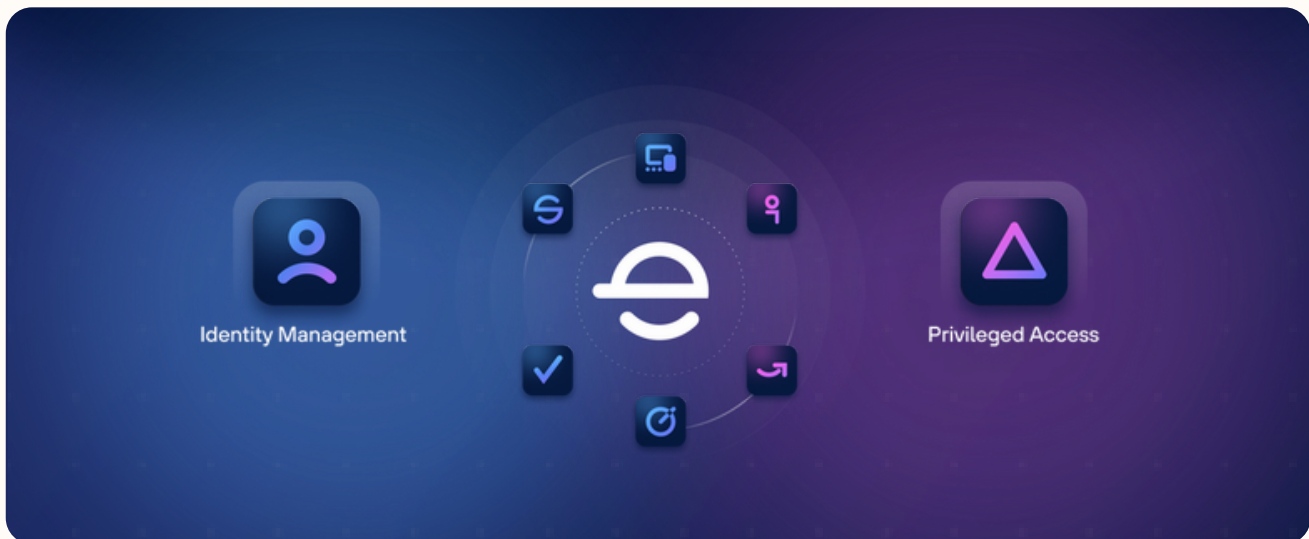
Reduced ticket volume and technician workload



Simplified IAM stack by consolidating multiple tools into one platform

"Identity and Access Management has become central to modern security. Having the right controls in place to manage access and protect accounts is essential – and Evo helps us stay ahead as threats and environments continue to evolve."

- Brandon Dorsey, VP of Technology, Helion Technologies



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/>