

'We look to understand our clients' goals, motivations, and help with the problems they have to solve every day.

We'd started providing GDPR services alongside security, so implementing a vCPO offer in our portfolio was a clear win.

Our clients were asking us about GDPR compliance, and we totally see why. As well as the huge fine risk, they're being asked by their own customers, prospects and partners about GDPR and didn't have the answers.

Keepabl's SaaS allows us to help make GDPR business-as-usual. We can respond rapidly to data breaches and easily conduct GDPR mapping and assessments, vendor management and more. The instant reports and KPIs are really valuable for customers'.



**Shabad Chawla**  
CEO, Techsapiens

## Techsapiens, the London-based MSP, delivers high-value GDPR service to long-term customer, Kounoupias IP, using Keepabl

### The Client

**KIP** Kounoupias IP

**Kounoupias IP is an international business consultancy specialising in Intellectual Property and providing strategic guidance on the full spectrum of IP services.**

Many consultancy firms are still confused about GDPR, putting existing and new client relationships at risk, as well as increasing data risk.

Not Kounoupias IP! Their clients need them to have Privacy Governance sorted.

### The MSP Challenge

MSPs already work with their customers on technology, vendors and security. But when customers ask their MSP about GDPR, it can be a scary prospect. MSPs aren't law firms, and fines can be very high!

So how do MSPs take advantage of this consultancy opportunity, look after this daily necessity for their customers, and get recurring revenue at the same time?

As Techsapiens' CEO, Shabad Chawla, notes: 'Our customers already trust us with their data, their technology and their security. We'd already been providing compliance advice on GDPR and were looking for a simple and comprehensive tool we could use with customers to deliver our vCPO offering.'

And what about liability? Shabad continues, 'No-one's looking for you to be a lawyer, but they do want you to introduce a high-value tool you can use to help them comply, including breach recording and response. Keepabl was the solution we were looking for.'

**The MSP**  
Techsapiens

**The Customer**  
Kounoupias IP

**The Challenge**  
Looking after a long-time customer on GDPR

**The Solution**  
Keepabl's award-winning GDPR-compliance solution

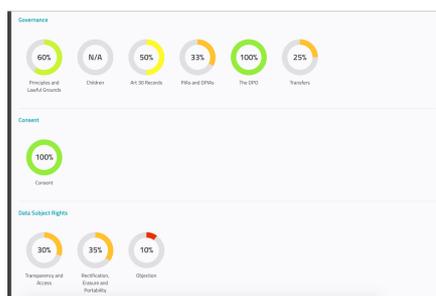
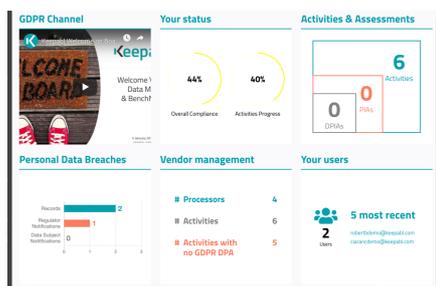
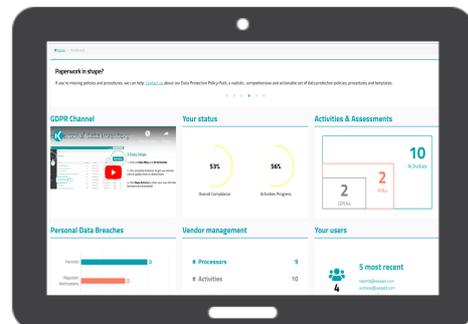
**The Results**  
In just 2 sessions:

- All onboarding complete
- vCPO offer up and running, looking after the customer's Privacy Governance in a recurring revenue model

## The Solution

Keepabl's SaaS Solution and Privacy Policy Pack lets MSPs give their customers a head start on GDPR and get compliant fast.

As Nick Kounoupias confirms: 'My customers had started asking me about my firm's GDPR answer. Even with procedures in place, I wasn't sure how to respond. The team at Techsapiens were able to get me up and running with minimal input from me. And I've been able to show my customers we're in a good place on GDPR.'



## Risk Management

Techsapiens could use Keepabl's visual reports to show *Kounoupias IP* where the GDPR risks were in the firm's processing – and recommend how to address them.

## Breach alerts

Breach, and fast response, is one of most critical issues of the new Regulation. Now *Kounoupias IP* has a secure incident response module, making it easy to record suspected breaches and work with Techsapiens on rapid containment and investigation.

## The Results

With Keepabl, Techsapiens has consolidated its trusted advisor status and become the go-to adviser on GDPR for Kounoupias.

'We implemented Keepabl ourselves first,' says Shabad, 'and we've now implemented Keepabl with a professional services customer. We couldn't recommend Keepabl more: it's simple, comprehensive and lets you cover GDPR in a practical way for customers.'

## Still struggling with spreadsheets?

Contact us to see how easy we make getting – and staying – compliant with GDPR.

Our holistic approach means you're up and running quickly, and see results quickly.