



# Heimdal's Latest Podcast Episode Tackles “Frankenstack” Security and the MSP Trust Crisis

COPENHAGEN, Denmark, June 20, 2025 - Heimdal has released Episode 3 of its *MSP Security Playbook* podcast featuring Ross Brouse, President and COO of Continuous Networks. Brouse discusses a key challenge facing managed service providers: mistaking tool quantity for security quality and losing sight of what clients actually need.

"Tool sprawl doesn't mean better protection. It means burnout, blind spots, and lost business," Brouse says.

The episode, titled “**Cut the Chaos: Why MSPs Must Lead with Frameworks, Not Features**”, outlines how bloated security stacks- "Frankenstacks" - create more problems than they solve.

Brouse, who works with healthcare and compliance-driven clients, encourages MSPs to focus on frameworks and business risks, not technical jargon or trends.

## Key highlights from the episode:

- **Frankenstack fatigue:** Why piling on security agents hurts operational clarity and client outcomes.
- **Risk is the new language of trust:** Brouse explains how to reframe conversations with clients away from tech jargon and toward real business risks.
- **Client engagement as a competitive edge:** Brouse's "cyber score" self-assessment tool helps clients uncover vulnerabilities before they escalate.
- **Trust-based attacks on the rise:** Heimdal cybersecurity advisor Adam Pilton shares insights into UNC6040, a group exploiting Salesforce connected apps through IT impersonation. These attacks involve no software vulnerability and rely entirely on abusing employee trust.

*The MSP Security Playbook* podcast aims to equip MSPs with practical insights and strategies to enhance their cybersecurity offerings and business growth.

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About Heimdal

Founded in Copenhagen in 2014, Heimdal empowers CISOs, security teams, and IT administrators with unified, proactive defense across the entire IT estate. Its award-winning cybersecurity solutions span endpoint to network security, covering vulnerability management, privileged access control, Zero Trust, and ransomware prevention.

For more information, visit [Heimdal](#).

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