

# Technology Firm Inundated With 1,000,000 Viruses

## HIGH TECH INDUSTRY

Wireless Technology  
500+ employees

## SPoC services

Analysis of network, servers, workstations, training and preventive maintenance.

## Results

Problem solved with virus elimination and future prevention, trained staff and reduce IT overhead.

## Period

Several weeks.



Most organizations depend on a group of individuals to act as the resource for their IT infrastructure. When a challenging problem arises where an on-site team is lacking expertise in a specific area, the organization needs to look to outside contractors for that skill set. The majority of desktop administrators can only work on desktop issues and routine problems. When you find your network has bottlenecks, security breaches, is running out of disk space or if you don't know what you need to do in the event of a disaster, you now have to hire a person to help with these issues in addition to employing your full time admins.

Our client discovered their enterprise anti-virus was not being maintained, software renewal had expired and keeping up with updates had fallen to the way side. This caused a plethora of problems throughout the firm. End users would report their machines were running slow, some machines were lost to encryption and never recovered. This caused end users to use their own equipment rather than the companies issued computer.

## SINGLE POINT IN ACTION

Single Point of Contact staff discovered that their new client had over 1,000,000 viruses throughout the network. The SPoC staff collaborated with the stake holders and came up with a strategy to eliminate the viruses and a policy to avoid this catastrophe in the future.

SPoC installed a Trend Micro product on all servers and workstations. We also trained the staff to continue with a maintenance plan to avoid this type of problem from ever happening. The problem took several weeks to solve, but it was labor intensive with installing and reinstalling operating systems and applications.

The cost to solve this problem was \$60K and we came in at budget. However, the amount of production lost over the course of a year could not be quantified. The majority of organizations do not have an adequate method of determining metrics and the amount of real work that needs to be done for their IT department. Through the use of a ticketing system, a monitoring system, monthly reporting, preventative maintenance plan, establishing IT best practices, ITIL methods, or streamlining how IT is done, Single Point of Contact can reduce IT overhead without sacrificing quality of service.



**We came up with a strategy to eliminate the viruses and implement policies to avoid security breaches in the future.**

## RESULTS

Reduce IT overhead without sacrificing quality of service.



Educated staff.



Virus eliminated and future prevention.



**Contact us today and we will provide your firm with an analysis of how we can solve your challenges.**

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