



# CUSTOMER SUCCESS: HEALTHCARE

**Statewide medical corporation turned to Compucom to help identify, recover and replace infected equipment to get employees back up and running quickly and safely.**

## **Solution:**

Digital Support, Field Support,  
and Modern Device Management

## **Challenge**

When a leading regional medical customer experienced a malware attack, we were positioned to help isolate infected devices and get them back up and running. Since we supported them with deskside and onsite support, along with endpoint management, the swift scale and decisive response we provided was exactly what they needed.

## **Action**

We were brought in right away, and immediately started triaging equipment, quarantining, and pulling hard drives from affected machines. Unaffected devices were isolated and protected with security updates. An additional 25 technicians joined the 6 we already had onsite. Alongside the customer's staff, they moved through the 150 locations as quickly as possible. After the quick response, triage and isolation of affected devices, we began the work of restoring equipment and data so the customer could get back up and running. Full restoration rolled out in several phases and was accomplished in less than 90 days. We were able to minimize the impact and restore systems to functionality within days of the attack.

## **Results**

The quick response and experience of our field tech team helped reduce the impact of the virus. Having the resources with a trusted partner to scale their support within 48 hours enabled this customer to quickly contain, isolate and deal with the issue in a way that a small in-house team couldn't have done on their own. Our customer satisfaction rating remains at 4.9/5. A key customer contact recently stated, "Compucom's helpdesk has been tremendous for our team. They have some excellent resources that are able to go above and beyond to assist us."

