

FROM RANSOMWARE TO DIGITAL TRANSFORMATION



Executive Summary

In the heart of Roanoke, Virginia, a manufacturing company faced a critical turning point. Struggling with outdated technology and a lack of in-house expertise, they were falling behind in a competitive market. This case study reveals how adopting managed IT services transformed their operations, leading to remarkable improvements:

- A 60% reduction in overall capital expenditures
- Achieved 99.999% uptime, ensuring smooth operations
- Cutting security incidents by 100%, creating a safer digital environment

This success story demonstrates how the right IT partnership can drive tremendous value with less overhead than attempting to do it alone.

Client Profile

This client came to us after having suffered a cybersecurity incident that could have shut them down forever. While we can share the remarkable outcomes they have since achieved, they have requested that we only share their journey and results without revealing their identity. This company is representative of the many small to medium-sized businesses (SMBs) we know; each striving to stay competitive in a rapidly changing technological landscape.



Challenges

We had previously had conversations with this client about engaging our services, but they were not ready to make the leap. However, when they faced a crisis, they engaged us to help them navigate through the technical and emotional challenges through to recovery.

After our initial engagement, we met with the client to discuss several key areas they needed to improve. These included:

- 1. Outdated IT Infrastructure:** Their aging computer systems were experiencing more downtime, causing delays and lost productivity. Worse yet, as they had a fair amount of IT staff turnover, knowledge and QA of the systems created significant gaps and vulnerabilities. Further, a very lean staff was not using the best practice of “least privilege access”. This created significant security vulnerabilities that became the source of their ransomware attack.
- 2. Outdated IT Expertise:** A very small IT staff were consumed with day to day problems. Unfortunately, they did not have the training or in some cases the experience to “see the forest for the trees”. They worked really hard to patch problems but never stepped back to assess the root causes of the issues with their systems and understand all the vulnerabilities, including themselves. Further, the staff did not have the skills to align the strategic needs of the organization to their IT systems. Nor were they prepared to effectively communicate and engage with the executive leadership team.
- 3. Scalability Issues:** As the business adjusted their offerings during and post pandemic, their technical agility was hampered by a hardware-centric infrastructure that was still being depreciated as a capital expense.. This mismatch hindered their ability to quickly pivot and capitalize on changes in the market.
- 4. Compliance Concerns:** Their industry, like so many, now has to meet a growing set of regulations around the handling and processing of data. Their insurance company and clients were also starting to press for detailed security attestations and audits. This client was not prepared to address these issues, risking fines, loss of business opportunities and damage to their brand and reputation.

These challenges didn't just cause day-to-day headaches; they threatened the company's future growth and competitiveness.

A New Path Forward

It was time to help this team rise from the ashes create an IT strategy to make them stronger, more flexible and more resilient.

Investigate & Assess: The team reviewed the existing systems.

Strategic Plan: Based on the assessment and conversations with key leadership, a plan came together to modernize their IT and align it with strategic priorities.

Cloud Migration: By embracing cloud technology, they increased flexibility and reduced their support burden and phased out capital expenses.

Monitoring and Support: Round-the-clock monitoring and a responsive help desk ensured issues were caught and resolved quickly.

Enhanced Cybersecurity: Implementation of robust security measures protected against future threats.

Ongoing Employee Training: Ongoing cybersecurity training for staff prepared them to keep their users prepared to spot and adapt to security threats.

Compliance Solution: As a company that itself undergoes strict 3rd party audited certifications, Advanced Logic was in a unique position to guide them into platforms that better secure their data, ensure regulatory compliance and enable them to easily manage audits and attestations.

This multi-faceted approach addressed both immediate concerns and long-term strategic needs.



Transformation Process

Transforming a fragile IT infrastructure is no small feat. The Advanced Logic team approached the task with a clear, phased plan:

1. Initial Assessment and Planning (2 weeks):

- Conducted a systems inventory & audit
- Interviewed key staff to understand priorities
- Developed an implementation plan

2. Phased Implementation (3 months):

Week 1-2: Cloud infrastructure and data migration

Week 3-4: Implement new security and monitoring

Week 5-8: Staged rollout of software changes

Week 9-12: Employee training and optimization

3. Minimized Disruption to Core Operations:

- Planned major changes during off-hours
- Provided temporary workarounds when necessary
- Extra on-site support during critical transition periods

4. Ongoing Managed IT Services and Support:

- IT systems managed to a clearly documented uptime & performance standard
- Existing IT resources deployed as part of overall managed support
- Ongoing guidance and advisory services via fractional CIO connects IT to leadership & Board of Directors

This careful, step-by-step approach ensured a smooth transition with minimal impact and a strategy to ensure success going forward.

Impact

The impact of the IT overhaul was both immediate and long-lasting. Let's break down the improvements in key areas:

Operational Efficiency

<div>99.999%</div> <div>Uptime (from 80%)</div>	<div>40%</div> <div>Faster issue resolution</div>
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Cost Savings

<div>-60%</div> <div>Initial CAPEX Reduction</div>	<div>-80%</div> <div>Downtime costs</div>
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Capital expenditures were reduced by 60% initially and will be phased down by 90% within 2 years.

Security Improvements

<div>-100%</div> <div>Adverse security incidents</div>	<div>+100%</div> <div>Compliance</div>
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Attaining compliance with industry regulations opened doors to many new business opportunities.

Business Impact

<div>+20%</div> <div>Employee productivity</div>	<div>+5</div> <div>New Competitive Wins</div>
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Within 6 months, the company landed 5 new clients, thanks to their improved agility, responsiveness, and demonstrated commitment to cybersecurity and business continuity.

These numbers tell a story of transformation, from a company struggling with technology to one leveraging IT as a competitive advantage. While this organization has opted to remain unnamed, when meeting with our team on a recent update call, the company's CEO shared this powerful statement:

“We've gone from a lack of confidence in IT to having complete alignment. The cost savings and efficiency gains have been remarkable. But more than that, we are now positioned to be agile and compete aggressively. Now we understand that in today's world, you can't always do it better alone.”

Future Outlook

With their new IT foundation in place, the company is poised for further growth and innovation:

- Plans are underway for additional digital transformation initiatives, including IoT integration in their manufacturing processes.
- They're leveraging our Virtual/Fractional CIO services to ensure ongoing alignment between IT capabilities and business objectives.
- Exploration of AI and machine learning tools to further optimize operations is on the horizon.

Key Takeaways

This case study offers valuable lessons for other small and medium sized organizations:

- **Proactive IT management leads to significant cost savings.**
- **Managed IT services can dramatically improve security and competitiveness.** Even small companies can achieve transformative efficiency and proactive resilience.
- **The right IT partner enables business growth and innovation:** The right partner can turn IT from an unpredictable expense into a strategic asset.
- **Investing in IT is investing in your workforce:** By staying current, companies can boost productivity, growth and reduce turnover.
- **Compliance and security are business differentiators:** Demonstrating strong cybersecurity and regulatory compliance can win new business.

This Virginia manufacturer's journey from IT struggles to tech-enabled success serves as an inspiring example for companies of all sizes. It shows that with the right approach and partners, technology can be a powerful driver of business transformation.

Interested in what's possible for your team?

Advanced Logic has been securing and transforming organizations for over three decades. Our agile approach ensures IT environments are ready, secure, and efficient, tailored to your specific mission. We pride ourselves on high standards of integrity, excellence, and responsiveness. Our commitment is to provide confidence, continuity, and predictable outcomes.

Give us a call or visit us on the web to schedule a confidential no obligation discussion about positioning your organization to securely innovate and thrive.



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