ACCESS ONE HELPS APO RECOVER FROM A SERIOUS ATTACK

Adult and Pediatric Orthopedics (APO), a comprehensive orthopedic care center in Illinois, reached out to Access One for assistance after a negative experience with a cloud infrastructure provider. Discover Access One's role in providing APO with stability and security for critical, cloud-based applications.

/ / THE NEED

APO suffered multiple extensive service outages, degraded server performance, and a serious ransomware attack while utilizing a cloud-infrastructure provider. APO's negative technology experience was interrupting its ability to successfully treat patients and threatened its profitability. The company needed a managed services provider (MSP) that could hold the cloud provider accountable for their service quality and help APO plan a highly secure and stable IT infrastructure that met its business and regulatory compliance needs. Prudent project planning capabilities were required to build the plan to migrate services away from the cloud provider over time, considering budget, timeframe, and operational context.

"Without us even signing an agreement, they did what they had to do to get us out of the attack. The first thing the Access One contact asked me is, 'How can we help you?' They spent the entire weekend resolving our ransomware attack."

JOANNE DEGENNARO
BUSINESS OFFICE ADMINISTRATOR, APO

//THE ACTION

First, Access One worked with APO's cloud provider to solve the immediate need, which included resolving the ransomware attack by changing firewall policies to ensure their applications were easily accessed by employees while they were also safeguarded against intrusion.

Next, Access One optimized the server infrastructure, fought for regular reporting of data protection, and managed the cloud provider to achieve the desired result for APO.

/ / THE RESULTS

With the help of Access One, APO was able to:

- Quickly recover from its ransomware attack
- Begin working with a cloud and infrastructure provider that understands its needs
- Ensure its data is secure
- Feel as though it had a reliable partner for technology help

APO moved all of its server and desktop management to Access One.

Access One's performance in resolving the security issue led to APO's decision to move its IT infrastructure management to Access One in the summer of 2019.

> *"We're a medical practice. We can't afford to be down for any reason; Access One understands that importance and our operation. They are smart and have given us very good advice on what we need to do and what we can expect from them. It was a breath of fresh air knowing that our data is secure with Access One."*
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> JOANNE DEGENNARO
> BUSINESS OFFICE ADMINISTRATOR, APO

Ready to Protect Your Business?

If you're looking for the right technology services and communications provider to help you get the solutions you need to ensure your data is protected at all times, contact Access One. As a trusted advisor, we'll work with you to deliver world-class technology solutions that will help you reach your goals.

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