

Cybersecurity Services Save the Day for a Building Materials Distributor

After a ransomware attack shut down critical systems for a multi-state building materials distributor, swift action was needed to restore user access and secure operations across ten locations.

When the client reached out, they explained how their entire active directory, hosted on an outdated Windows Server 2003, had been completely compromised by a ransomware attack and that they lacked a backup domain controller. Taking into consideration the client had ten locations across six states and 145 users, this posed a unique challenge for TeamLogic IT to restore the active directory and ensure the trust relationship was maintained to prevent user lockout. Rather than attempting to rebuild an obsolete infrastructure, TeamLogic IT identified a faster, more secure approach: migrate the organization to a cloud solutions service—Microsoft Entra for identity and access management and Intune for device control.

A Nationwide Network Makes It Happen

TeamLogic IT had a plan presented and approved within two days, and immediately got to work on the ransomware attack. The project allowed three weeks for complete onboarding, including the implementation of a remote support and monitoring system. With the help of our nationwide franchise network, technicians were coordinated to be on-site at eight locations, while the remaining two locations were handled

remotely. The migration and device onboarding were executed in parallel—identity synchronization, device enrollment, MFA configuration, and remote support tooling—so users could be verified and brought back online without rebuilding the old server. The coordinated approach allowed the entire environment to be stabilized, and users were restored within 16 days, delivering a secure, centralized identity platform, consistent device management, and remote support capability that reduced the business's exposure to similar attacks going forward.

Cybersecurity Support Turns into Managed Service Support

The client was very impressed with the TeamLogic IT team after they saved them from the ransomware attack, and they had them look at their business technologies to see what else needed improvement. What began as an emergency response evolved into a long-term managed IT services partnership with TeamLogic IT to assist them with all their cybersecurity and technology needs, establishing a foundation for continued collaboration.

Move forward with **The Color of Confidence**[®].