



HOW LAS VEGAS MANAGED IT SERVICES HELPED A SMALL COMPANY **GET MORE CLIENTS** LIKE CELINE DION

5 Minute Read

What could be worse than discovering that your small business's server has been hacked?

Finding out that the people who were supposed to help you have locked you out of your server—and they won't let you back in unless you pay their ransom demand.

That was the dire situation facing E & R Electric, a Las Vegas electrical contracting company specializing in high-tech custom homes and commercial projects. When the company opened its doors in 1989, project plans were delivered on paper. But today, custom home and commercial jobs come in electronically. For that reason, having a secure computer network is absolutely mission-critical.

Originally, E & R Electric hired an individual technician to set up and maintain their computer network. "When something went wrong, we would call him. We had all of our virus protection in place, but we did not have a secure server," said Keri Lee Robbins from E & R Electric.

“We were basically being held hostage.”

Robbins suspected something was wrong when their server slowed down to the point where it adversely affected how quickly staff members could get their work done.

But she didn't yet realize how severe the problem was. The server's processing power had been hijacked by hackers to funnel spam and send out malicious emails.

When she called her technician for help, things got even worse. “It turns out the person we had hired didn't do that kind of work. But he didn't tell us that. He just gave our information to another company, at which point they took over our server and locked us out. We were basically being held hostage,” Robbins said.

Unless E & R Electric agreed to pay what was essentially a ransom demand, they would permanently lose access to their own server.

“Obviously, we were very angry,” Robbins said. “They refused to give us our passwords unless we hired them to come in and release the server to us. That's not how we do business.”

The Search for Trustworthy Managed IT Services

“We were kind of in a panic,” Robbins admitted. Luckily, only a few days before, the company had received a newsletter from Intelligent Technical Solutions, a leading Las Vegas managed IT services provider.

“I spoke with Tom at ITS, and he was amazing. I told him that we had been reading the newsletter and really liked the things that ITS stands for,” Robbins said. “I explained the situation: we are in a crisis right now. We need help. Are you willing to help us? And he said: ‘We'll be there in twenty minutes.’”

As promised, 20 minutes later, Tom and another ITS tech were hard at work undoing the damage to the server. “They hacked our server and took it back. Tom refused to leave until he knew that we were secure,” Robbins said. “Then they set up a SonicWall system for us so that it could never happen again.”

Once the server was safely restored, ITS didn't leave it at that. They inspected the rest of the computer network, intent on finding and closing any lingering security gaps.

“They updated the security and virus protection on all of our PCs and laptops. They put us in a very strong position. Then we all sat down and decided: all right, we want to move forward and use ITS. Because of their integrity and willingness to go the extra mile for us.”

~ Keri Lee Robbins

The Hidden Cost of Downtime

A single hour of downtime costs the average small company \$8,000, according to a study by Infracore. But when asked about the dollar amount the server problems cost her company, Robbins points instead to the lost profit potential.

“I was staying here 8 to 10 hours a day, just trying to rescue the data on our server. It was a huge amount of stress, and lost time that I could’ve been out looking for clients. I mean, we built Celine Dion’s house. Those are the caliber of clients I’m missing out on if I spend all my time stressing about the computers. I can’t even put a number on that,” Robbins said.

“It’s been several years since then. We’ve had nothing but excellent customer service. They always come in when we need them. They’re able to fix most things for us remotely. But if something needs to happen here, then they come here right away,” Robbins said.



“Now, I don’t have to worry about IT.”

Robbins is quick to point out that in every business, IT problems will crop up sooner or later. But now she has tremendous peace of mind, knowing that everything is being monitored around the clock by an experienced team of certified technicians.

“Things will go wrong. Maybe it’s a hardware problem and something breaks. And there are always attacks. But ITS is basically standing at the door with a shield and saying no,” Robbins said. “So I don’t have to worry about that anymore.”

Today, E & R Electric recommends other businesses use ITS, a leading Las Vegas managed IT service provider with a proven track record, expert staff, top credentials, and around-the-clock protection.

Now that she doesn’t have to deal with the time-consuming stress of IT worries, Robbins can focus on what’s really important: building her business and going after more high-caliber clients.

“I can be confident. As a small business owner, it’s very difficult to make connections with businesses that are trustworthy. Being in the valley for 30 years, seeing lots of businesses come and go, knowing that ITS is here to stay means that I have a partner in my business,” Robbins said. “I know that I can trust them, and now I don’t have to worry about IT. That makes a big difference.”



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