



## **CASE STUDY:** Rescuing a Primary Care Practice After a Serious Cyber Attack



### **CUSTOMER OVERVIEW**

Innovative Primary Care is a medical and wellness practice in Arizona offering individualized attention and a holistic approach to health. Their services include traditional medical care, naturopathic medicine, bio-identical and hormone therapy, acupuncture, Jin Shin Jyutsu, counseling, high quality supplements and other offerings. Netprotechs helps keep their operations running smoothly by managing their entire network, including servers, workstations, network equipment, VoIP phones, and cybersecurity.



*Our business is our livelihood, so it's a big deal for me to trust an outside resource. But I can say with total confidence that I would highly recommend Netprotechs.*



*Colleen Davis, Practice Manager—Innovative Primary Care*





## THE SITUATION

Year after year, hundreds of thousands of devastating cyber-attacks are aimed at small businesses. Having been one of these victims in 2019, Innovative Primary Care was determined to move cybersecurity to the top of their priority list. They dropped their existing IT service and began searching for a reliable IT provider that could help protect their business 24/7.

## THE NETPROTECHS SOLUTION

After being offline for several days, Innovative received a recommendation from a neighboring company to contact Netprotechs for help. The Mesa-based IT team took on the challenge of resurrecting the company's technology and secured their environment against further attack. Netprotechs continued to assist by setting up secure remote access, allowing Innovative's employees to work from home as needed.

Innovative Practice Manager, Colleen Davis noted the calm and collected manner to Netprotechs' approach, even under pressure. They were able to communicate solutions to her, along with the rest of the team, in a clear and simple way that everyone could understand, bringing enhanced peace of mind to the entire company. **Netprotechs continues to serve Innovative to this day as a trusted partner, resource, and friend.**



Now is the time to protect your business. Schedule a free IT consultation today!

**CALL 480-386-6967 OR VISIT [NETPROTECHS.COM](https://www.netprotechs.com)**