USER STORY

OLS Technology

PREVENTABLE DOWNTIME FROM HUMAN ERROR

How One Manufacturer Turned a Costly IT Disruption into a Strategic Shift

COMMON SCENARIO

NO MANAGED IT, NO MARGIN FOR ERROR

A regional manufacturing company with 85 employees relied on an internal technician and a patchwork of outside vendors to manage their IT environment. Without a managed IT partner in place, routine tasks like backups, patching, and endpoint monitoring were handled manually—and inconsistently.

One morning, a line supervisor inadvertently clicked a phishing link disguised as a routine software update. It bypassed outdated antivirus software and triggered a ransomware attack that encrypted critical production data, including designs, supply chain documents, and machine configurations.

DOWNTIME, CUSTOMER DELAYS, AND FINANCIAL FALLOUT

Without a managed backup or disaster recovery solution, the business lost over 72 hours of production time. Staff scrambled to rebuild systems and recover files from old local drives and email attachments. Internal communication broke down, and the company missed two customer delivery deadlines—one of which resulted in a canceled order worth over $95,000.

In the days following the incident:

- Over $27,000 was spent on emergency IT contractors, data recovery, and temporary hardware
- Downtime cost the business an estimated $10,000 per day in lost output
- Customer trust was shaken, with two long-standing accounts requesting audits of the company's security practices

WHAT BEGAN AS A SINGLE CLICK TURNED INTO A $60,000+ DISRUPTION, NOT INCLUDING LONG-TERM REPUTATIONAL DAMAGE.

Internally, employee morale dipped due to overtime and operational stress, and three employees gave notice.

A STRATEGIC SHIFT TO MANAGED IT

While the company ultimately restored operations, it took nearly two weeks to fully resume normal production and communication workflows. Leadership determined that relying on fragmented support was no longer sustainable.

They partnered with a managed IT provider to implement:

- Proactive threat monitoring and endpoint protection
- Automated cloud backups and a disaster recovery plan
- User training to reduce risk of human error
- A strategic IT roadmap to align with growth goals

	Without Managed IT	With Managed IT
Downtime	72 hours	< 2 hours
Recovery Costs	$60,000+	<$5,000
Customer Impact	2 late deliveries, 1 canceled order for $95,000	None
Staff Disruption	High; Employee turnover occurred	Minimal

FROM DOWNTIME DEFENSE TO GROWTH ON DEMAND—THIS IS MANAGED IT.

WHEN FACTORING IN LOST ORDERS, RECOVERY EXPENSES, DOWNTIME, AND EMPLOYEE TURNOVER—INCLUDING LOST PRODUCTIVITY, HIRING, AND TRAINING—THE TOTAL PROJECTED COST EXCEEDED $250K IN LOST REVENUE AND AVOIDABLE EXPENSES. LEARN HOW TO PROTECT YOUR BUSINESS WITH IT THAT'S SECURE, SCALABLE, AND BUILT TO DRIVE GROWTH. CONNECT WITH OLS TODAY.

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OLS: TECHNOLOGY

PREDICTABLE. EFFICIENT. SAFE. IT that's more than tech—it's fuel for growth.

OLS Technology helps Pacific Northwest SMBs grow with managed IT and cybersecurity built for the real world. We focus on what matters most to your teams and your bottom line: predictable pricing, reliable tech and uptime, smarter workflows, and secure data and communication.

This user story is a composite example of common scenarios faced by our clients. The outcomes are reflective of what we've achieved in similar real-world scenarios.