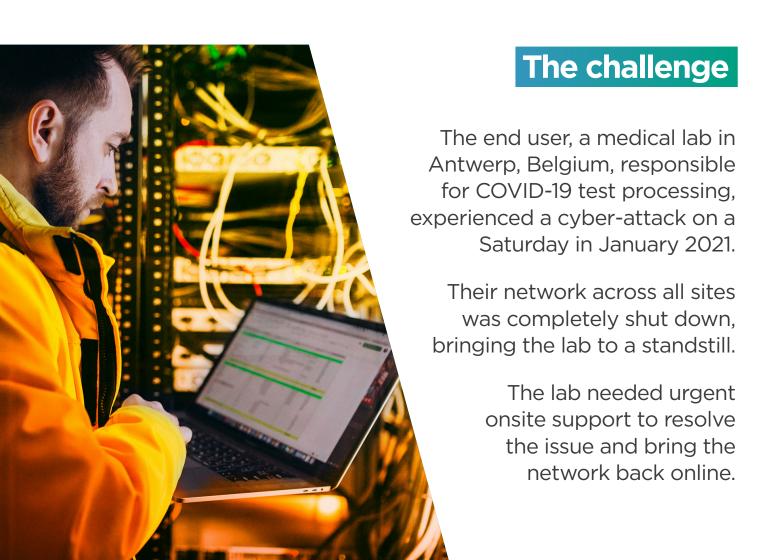


Responsive onsite support restores the network of a Belgian COVID-19 testing lab after it was shut down by a cyber-attack



Solution

Westcon-Comstor's sales team and our partner notified the support team immediately and requested urgent assistance.

A network engineer was assigned, and arrangements were made for travel to Belgium to provide onsite support to remediate the problem over the weekend.

The result

By Monday morning, the network was back online and secured.

The team successfully arrived onsite and resolved the network issue despite the attack taking place on a weekend in the middle of the COVID-19 pandemic.

The end user was extremely pleased with Westcon-Comstor's rapid response, and engineering expertise to get the network back online. They were impressed by the engineer's attitude and approach -despite working over the weekend.