Partner Success

Westcon goes the extra mile to keep COVID test lab operational

Westcon ❖ **Comstor**

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

Challenge

The end user, a medical lab in Antwerp, Belgium, responsible for COVID-19 test processing, experienced a cyber-attack on a Saturday in January 2021.

Their network across all sites was completely shut down, bringing the lab to a standstill.

The lab needed urgent onsite support to resolve the issue and bring the network back online.

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.

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.

⚙ **Services**