



CASE STUDY - IT SERVICES

How PCS Helped an IT Services Firm Restore Operations After a 2024 Cyberattack

After a 2024 cyberattack disrupted operations, PCS delivered rapid remote and on-site support to restore full operations.

Executive Summary

After a 2024 cyberattack disrupted an IT services organization's operations, PCS stepped in with urgent, high-touch support across email, phone, and on-site staffing. The team stayed engaged throughout the recovery effort, helping the client get back up and running and ultimately return to full operational status. The experience reinforced PCS as an invaluable day-to-day partner.

Challenges

- A 2024 cyberattack disrupted operations and created immediate pressure to restore business continuity fast.
- The client needed trusted support to navigate recovery while normal daily operations were under strain.
- Multiple issues required responsive communication and coordinated assistance across remote and on-site channels.
- The incident raised the stakes for every recovery decision, leaving little room for delays or missed steps.
- The team needed a partner that could stay engaged throughout recovery until full operations were restored.

HelpMe PCS's Approach

Key Actions

- PCS responded quickly through email and phone, giving the client immediate access to support during the crisis.
- The team provided on-site staffing to add hands-on help where in-person coordination and recovery support were needed.
- PCS stayed involved at each stage of the recovery effort rather than treating the incident as a one-time request.
- Support was delivered with consistent communication, helping reduce friction during a high-stress event.
- PCS worked tirelessly to help the client get back up and running and remain supported throughout the process.

Solutions

- Coordinated cyber incident recovery support helped stabilize the situation and focus efforts on restoration.
- Multi-channel assistance made it easier for the client to get answers quickly and keep recovery moving.
- On-site support added practical capacity and helped bridge gaps that could not be resolved remotely alone.
- A high-touch support model ensured the client had guidance throughout the full restoration process.
- Ongoing operational support reinforced continuity beyond the immediate incident response effort.

THE RESULT

- The client got back up and running after the attack and ultimately returned to full operational status.
- Responsive support across email, phone, and on-site engagement helped the recovery effort stay on track.
- PCS strengthened its role as a trusted partner by supporting the client through a critical business disruption.
- The client described PCS as invaluable to daily operations following the recovery experience.
- Professional, kind, and loyal support helped build confidence during a high-pressure recovery period.

“We were hacked in 2024, and PCS worked tirelessly to get us back up and running. Their team supported us every step of the way with professionalism, kindness, and unwavering loyalty. Their quick responses —by email, phone, and on-site staffing—were critical in helping us recover and return to full operational status.”

—Gary Smith

Need Faster Recovery From Cyber Disruption

When operations are on the line, PCS delivers responsive support that helps organizations recover and move forward. [Talk with HelpMe PCS.](#)



 **(888) 491-3065**

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