

MSP Switch: Uncovering 6 Years of Hidden IT Risk.

30 Days

Full Remediation

6 Years

Of Hidden Vulnerabilities

Zero

Incidents Since Switch

THE SITUATION

A 25-person law firm in downtown Toronto had been with the same IT provider for six years. Partners assumed everything was running well — tickets got answered, email worked, the firm passed its annual compliance review. But response times had been slipping, and unexplained outages prompted the managing partner to seek a second opinion.

WHAT FUSION FOUND

Fusion's onboarding assessment — conducted in the first five business days — revealed systemic neglect:

Unpatched servers: Two domain controllers with patches 18+ months out of date, including critical security updates.

No working backups: The backup solution had been silently failing for months. No recovery test had ever been performed.

Stale admin credentials: Domain admin passwords unchanged since 2019. A former employee's account still had full access.

No endpoint protection: Workstations running consumer-grade antivirus with expired licenses — not managed EDR.

WHAT FUSION DID

Week 1: Emergency remediation — patched all servers, reset every admin credential, disabled dormant accounts, deployed temporary endpoint protection.

Week 2: Rebuilt backup infrastructure with verified daily backups, offsite replication, and automated recovery testing.

Week 3: Rolled out Huntress EDR to all endpoints. Implemented MFA for all accounts including partner and admin access.

Week 4: Full network documentation, monitoring baselines established, and security report delivered to the managing partner.

THE OUTCOME

Within 30 days, the firm went from critical unpatched vulnerabilities and no working backups to a fully monitored, properly secured infrastructure with verified recovery capability. In the 18 months since switching to Fusion, the firm has experienced zero security incidents and zero unplanned outages. Help desk response averages under 15 minutes.

"We were one bad click away from a catastrophe and didn't even know it. Fusion fixed all of it in the first 30 days."

— Derek K., Partner, Law Firm, Toronto

Ready to protect your business?

Book your free assessment at fusioncomputing.ca | 416-566-2845

BOOK ASSESSMENT