

Customer Profile

Freelance Marketing Consultant

Freelance marketing consultant Kathryn White relied totally on her laptop computer to write brochures, articles and press releases for her clients. When a virus suddenly rendered her laptop unusable, work started piling up and invoices stopped coming in.

Kathryn had a broadband connection to the Internet and searched the web on an almost daily basis for material for articles. She used various virus protection software packages, but her defences were inadequate considering her level of exposure to risk.

The virus struck one evening when Kathryn was reading information on a well-known and respected Internet site. "One minute I was reading information about education and the next, pornographic images flooded my screen," explains Kathryn. "I was shocked, but assumed that I could simply run my anti-virus software to remove the problem. I was very wrong."

Kathryn spent days trying to resolve the problem by herself. While her existing anti-virus software identified some of the viruses on the machine, it failed to effectively quarantine them. "I spent hour after hour on the telephone to premium rate helpline services, only to find that the resolutions proposed by the help desk teams did not work," says Kathryn. "Every day I would delete scores of viruses, Trojan horses and hijackers only to find them re-installed by themselves the next day – with new ones too. I really did not know what to do."

By the following week, Kathryn's business was starting to suffer. Not only could she not use the Internet, but she couldn't risk emailing her clients for fear of passing on the virus. When a friend recommended Bristol IT Services, Kathryn was relieved to find someone who could provide practical help. Company founder Gordon Wilkie first met with Kathryn to discuss all of the problems and then took the laptop away to work on it. He created a back-up of all of the documents, files and emails stored on the computer before wiping the hard drive clean. He then re-installed all of the software applications and data. "Gordon simply took away my problem and solved it," says Kathryn. "I only wish that I had discovered him sooner!"

Once the viruses were removed, Gordon installed an external firewall to filter all Internet and email traffic, as well as new anti-virus and anti-spy software packages. He took time to ensure that Kathryn understood how to use the new software and download regular updates. "He didn't just fix the problem, he helped to ensure that it would not happen again," says Kathryn. "He provided good advice and practical help when I really needed it."

Company:

- Freelance marketing consultant

IT Environment:

- Laptop computer
- Broadband Internet

Challenge:

- Multiple viruses, Trojan horses and hijackers
- Lack of appropriate virus protection

Solution:

- Back up files and clean hard drive
- Install firewall and anti-virus software

Result:

- No loss of documents or emails
- Greater protection against future attack

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