



## CASE STUDY

# What a True Partnership Looks Like When It Matters Most

Clear leadership and fast coordination restore critical operations.



### Executive Summary

A growing multi-location organization faced an unexpected system disruption after third-party access changes occurred outside of Daystar’s control. The incident caused immediate operational impact and required fast action to restore essential services. Daystar stepped in with urgency, took ownership of the situation, and led the recovery with clear communication and structured problem-solving.

### Challenges

- Experienced a sudden disruption to critical systems
- Had limited visibility into changes made by a third party
- Needed rapid coordination across internal and external teams
- Required a stable solution that reduced the risk of repeat incidents

### Daystar’s Approach

Daystar focused on accountability, transparency, and swift resolution.

### Key Actions

- Identified the root cause of the disruption
- Coordinated efforts between vendors and internal teams
- Restored critical email services quickly and efficiently
- Introduced stronger change-control and visibility practices

### Solutions

- Direct ownership of incident response and recovery
- Clear and consistent communication throughout the process
- Improved controls to manage future access changes
- A structured plan to strengthen the IT environment after recovery

### Results

- Business disruption stayed limited
- Critical services returned faster than expected
- The IT environment became more resilient than before
- Governance and change control improved for future operations



"The communication, responsiveness, and attentiveness throughout the process were exceptional. Experiences like this are what make working with Daystar so positive."

### Our team proves their value when challenges arise!

We take responsibility, act quickly, and leave systems stronger than we found them. Contact Daystar to start a conversation about a dependable IT partnership.

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 [888-507-8067](tel:888-507-8067)

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