



GrillaTech

# TEAM-ON-DEMAND CASE STUDY

RAPID RESPONSE EXPERT SKILLS  
WITHOUT THE NEED FOR HEADCOUNT

## COMPANY OVERVIEW

GrillaTech is a leading provider of independent professional, training and support services to the IT Channel with a focus on delivering high-quality solutions to a diverse channel clientele. Our services are beyond ordinary with an emphasis on delivering business outcomes for our partners.

## CHALLENGE

A major retail customer was hit by a severe ransomware attack that brought critical systems to a standstill. With store operations disrupted and customer transactions impacted, time was of the essence. They needed **highly skilled and certified** engineers balanced against the requirement for a speedy response.

## SPECIFIC ISSUES

- Speed of response

The client needed certified experts in appropriate technologies and fields to guide their response.

- Appropriate skilled consultants

Variability in the requirement of project based on technology and timely availability of expert resource.

- Available consultants

Against a background of skills shortage, the client needed to know they were getting reliable experts.

## SOLUTION

### Objective

To meet the appropriate skills requirements in a short timeframe to assess needs, create responses and implement workflows.

### Approach

Identification of relevant experts within the GrillaTech Troop and provision into the client onboarding process within 48-hours.

- Module structure and suitability to work with internal team
- Flexibility for minimum business downtime
- Access to experts without need for headcount.

### Conclusion

Grillatech provided a team to meet the timeframes. Our team rapidly contained the threat and restored compromised systems, allowing the customer to resume core retail operations with minimal downtime. Throughout the engagement, we provided continuous support across infrastructure, security, and operational functions—working seamlessly with internal teams to strengthen their resilience and ensure business continuity.

