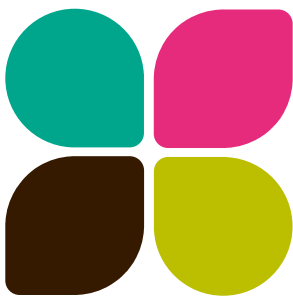


Service and support: two important pillars in the cooperation between Netcure and De Wroeter



DE WROETER

CHALLENGES

- Cyber attack and data loss
- Insufficient awareness of cyber security
- Shortage of time and expertise

SOLUTION

- Recovery of stolen data
- Cyber security awareness programme
- Improving cyber security and IT infrastructure
- Long-term collaboration

ADVANTAGES

- Taking care of all your concerns
- Targeted improvements
- Support in case of problems
- Accessible, long-term specialised partner

Two years ago, non-profit organisation (NPO) De Wroeter in Kortesseem became the victim of a cyber attack. The consequences were huge: all data had been encrypted and all services, from sales and accounting to HR, were forced to shut down. Until De Wroeter called on the expertise of Netcure. Erik Bosmans' team recovered the data and also made sure that the NPO could come back stronger and safer.

"Non-profit organisation De Wroeter employs about 175 people with a distance to the labour market," says Huub Eussen, head of sales and also responsible for IT support in this NPO. "We assist these people, who found us through various routes, with a view to their integration in the regular labour market. We do this with the organic cultivation of fruit and vegetables, landscaping jobs for governments and organisations, the sale of our products and catering activities."

In order to coordinate all these different services and make sure they can run smoothly, a solid IT infrastructure is indispensable. Unfortunately, Huub and his colleagues learned this the hard way when a cyber attack resulted in the loss of all data two years ago.

EXTERNAL EXPERTISE

"An additional problem was that our IT partner at the time did not have the necessary expertise to solve this problem, while my knowledge was also insufficient. Office 365 offered us a provisional solution. A week after the attack, we were back at work, albeit without any data. It wasn't until we called in the external expertise of cyber security specialist Netcure that things started to become better."

RECOVERY WITHOUT WORRIES

For the recovery of all vital information, Huub and his colleagues relied on Netcure's knowledge and experience. The team, led by CEO Erik Bosmans, managed to successfully recover all files and information.

"We left everything to Erik and his team. They took care of all of this for us and we trusted them 100%. And rightly so, because Netcure first investigated what they could find and then neatly recovered that material. For the rest, they successfully negotiated with the attackers. After a month, we had access to our data again."



A specialised and close partner, who can fully relieve you of your cyber security worries, is worth its weight in gold for organisations like ours that don't have a full-time in-house IT specialist.

Huub Eussen,
Head of Sales at De Wroeter

During the process, Erik reported constantly on the course of events. In this way, we were always up to date, while we didn't have to do much ourselves in the whole process."

SUPPORT FOR INCREASED CYBER SECURITY

After the successful recovery of the stolen information, De Wroeter decided to continue the cooperation with Netcure. According to Huub Eussen, improving cyber security is a continuous process in which Netcure, as a specialised party, provides the necessary support.

"After this first cooperation, we soon started talking about more permanent monitoring solutions. For example, Netcure helped to improve cyber security issues, from new firewalls to virus scanners. In addition, the company also installed some batteries that would guarantee the continuity of our operations and processes, even if the power would fail. Erik and his team remain accessible at all times. If we have questions, they respond quickly. Security is something to work on continuously, new updates, more comprehensive, self-learning software is needed to cope with everything that goes on on the Internet in this day and age."

WORKING ON AWARENESS

One of the points that will require a lot of work is the awareness of cyber security on the workforce, concludes Huub.

"Good cyber security is only effective if everyone on the workforce is aware of the risks. Netcure is also a very valuable partner for this. By working together in this area as well, we significantly and sustainably reduce the risks of another attack or other security problem."

Crazy about cybersecurity

Netcure is your independent specialist in cybersecurity. Our ambition? Complete security for your digital environment, however complex it may be. But also your complete peace of mind. Our security specialists will not only solve your security problems, they will make sure your cybersecurity is set up to perfection and ensure that you can face the future with confidence. How we do that? With a personal approach, 24/7 availability, independent advice and short lines of communication. You can be sure about that!

Netcure is a recognised VLAIO service provider with offices in Zaventem and Kasterlee. The company is committed to the cybersecurity of about 300 small and large companies in various sectors. Besides De Wroeter, these include Horeca Van Zon, Acco, Fosbry & Sons, Juvo and Lunch Garden. Several cities and municipalities and sheltered workshops also use Netcure's services.