Digital Lifelines:
How Tech Sustains Business in Crisis

wanstor

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The New Crisis Paradigm

In a world where disruption is the new normal, resilience is no longer a luxury – it's a necessity. From ransomware attacks to power grid failures and climate–induced shutdowns, the threats facing modern organisations are more complex, more frequent, and more interconnected than ever before.

What's changed? Everything. The pandemic accelerated digital transformation, but it also exposed the fragility of legacy systems. In 2024 alone, ransomware attacks surged fourfold[1], driven by the rise of Ransomware-as-a-Service. Meanwhile, supply chains have become more brittle than ever; extreme weather alerts rose by 119%[2] and flood–related disruptions by 214%[3], revealing how vulnerable logistics networks remain. At the same time, customer expectations continue to climb, with always–on service now seen as a given, regardless of external disruptions.

This is why digital resilience has become a board–level conversation. It's grown into something more than IT; it's about survival, reputation, and competitive edge. Organisations must now embed resilience into their culture, processes, and technology stack to remain competitive and trustworthy in the eyes of stakeholders.

Key Insight: Organisations with incident response plans and testing reduced breach costs by 58% and time to contain by 74 days[4]

Wanstor's Role in Crisis Preparedness

At Wanstor, we don't just keep the lights on – we help businesses thrive in the dark.

Our managed IT services are designed to ensure operational continuity, even when the unexpected hits. Whether it's a server outage, a cyberattack, or a flood in your data centre, we've built systems that respond in real time and recover fast.

Take our 24/7 monitoring and rapid failover capabilities. When a retail customer's primary network went down during peak trading hours, our team rerouted traffic through a secondary path within minutes – no downtime, no lost revenue. This kind of responsiveness is only possible through deep integration of monitoring tools, automated alerts, and a highly trained support team.

Or consider our secure remote access solutions. When a professional services firm had to evacuate their office due to a fire alarm, their team was back online from home within the hour, thanks to our pre-configured VPN and endpoint protection stack. These aren't just services. They're lifelines that ensure your people can work securely and productively, no matter the circumstances.

Key Insight: Organisations with integrated resilience strategies recover up to 75% faster than those without.[5]

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Technology as a Lifeline

When crisis strikes, cloud infrastructure becomes more than a convenience – it becomes your backbone.

Wanstor's cloud solutions are built for resilience. We ensure your data is always available, your applications scale under pressure, and your teams stay connected no matter where they are. Our cloud environments are designed with redundancy, failover, and compliance in mind, ensuring that even in the most challenging scenarios, your business remains operational.

Our SD-WAN architecture adds another layer of protection. By segmenting networks and prioritising traffic, we can isolate threats before they spread and keep mission-critical systems running even if part of the network is compromised. This approach not only enhances security but also improves performance and user experience during high-stress periods.

It's not just about uptime. It's about peace of mind, knowing that your infrastructure is designed to adapt and scale with your needs, even in the face of adversity.

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Cybersecurity in the Eye of the Storm

In a crisis, your defences are only as strong as your weakest endpoint. Over 25–30% of data breaches are traced to compromised or misconfigured endpoints, and 68% of organisations have experienced attacks that impacted data or infrastructure.[7]

That's why Wanstor takes a layered approach to cybersecurity. We combine endpoint protection, real-time threat detection, and rapid incident response to create a security posture that's both proactive and adaptive. Our security operations centre monitors environments around the clock, ensuring that threats are identified and neutralised before they can cause damage.

We also implement robust patching protocols, given that over 32% of attacks target unpatched vulnerabilities[8], and strengthen human readiness through assessments, audits, and training to prevent endpoint weaknesses from becoming entry points in a crisis. And our SOC team doesn't just monitor alerts—they investigate, contain, and resolve threats before they become headlines. We also provide regular security assessments, compliance audits, and user training to ensure that your entire organisation is prepared to respond effectively.

Because in the middle of a storm, you don't want to be figuring out your plan. You want to be executing it with confidence and clarity.

Case Study: Catch 22 – Resilience in Action

When Catch22, a social business supporting over 1,200 staff, 700 students, and 300 volunteers, faced persistent power outages at their data centre, their operations were at risk of grinding to a halt. Their incumbent provider offered little communication or support. That's when [Wanstor stepped in](#).

The challenge wasn't just technical – it was existential. Catch22 needed to maintain critical services for vulnerable communities while undergoing a full digital transformation. Wanstor delivered.

Microsoft 365 Migration

In just weeks, Wanstor enabled the entire organisation to mobilise remotely. Overnight, Teams became the new classroom and office.

Azure AD Automation

A bespoke onboarding/ offboarding solution streamlined access for new teachers and contractors, reducing admin overhead.

Remote Management

With Wanstor's managed services, issues could be detected and resolved proactively, without waiting for something to break.

SharePoint Migration

By moving away from legacy remote desktop solutions, Catch22 gained flexibility and resilience.

Cyber Essentials Plus

The transformation also laid the groundwork for enhanced security accreditation.

"Without Wanstor, we'd have had to stop operating at full capacity. Making this investment in our technology has been far easier working with a team that we're confident can do more than deliver."

Checklist: Is Your Business Crisis-Ready?

Here's a quick self-assessment for IT and operations leaders.

Before the next crisis hits, ask yourself:
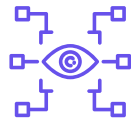
Do you have a documented business continuity plan?

Can your team access systems securely from anywhere?

Are your backups tested regularly?

Is your network segmented to contain threats?

Do you have 24/7 monitoring and incident response?

Are your endpoints patched and protected?

Have you simulated a crisis in the last 12 months?

If you answered "no" to any of the above, it's time to talk.

Building Digital Resilience: Wanstor's Core Stack and Strategic Enhancements

Wanstor recommends a minimum resilience stack that includes:

- Managed IT services with 24/7 support

- Cloud infrastructure with automated failover

- SD-WAN and network segmentation

- Endpoint protection and patch management

- Real-time threat detection and response

To go further, we also recommend:

- Crisis role definition and rehearsal

- Microsoft Sentinel and Defender integration

- Power Platform automation for incident workflows

- SharePoint-based decision logging

- Microsoft Copilot for communication and insight generation

- Regular tabletop exercises and post-incident reviews

Wanstor's Crisis Management Framework

Built for resilience. Delivered through expertise.
Powered by Microsoft.

At Wanstor, we believe crisis management is more than reacting. It's about anticipating disruption, absorbing impact, adapting fast, leading clearly, and securing your future. Our five-part framework combines technical expertise, behavioural insight, and Microsoft-aligned tools to help you stay confident in uncertain times. Whether you're preparing or responding, we give you the structure and support to lead through disruption.

Anticipate

Wanstor strategically uses Microsoft Sentinel and Microsoft Defender to detect threats in real time. This allows for fast, automated responses. Furthermore, by combining this with Power BI and Microsoft Fabric, we deliver predictive analytics that help organisations identify patterns, assess vulnerabilities, and forecast risks before they escalate. Our ITIL-aligned service desk works 24/7 to monitor systems, reduce incidents, and speed up resolution – keeping your business running smoothly. We also integrate telemetry from Microsoft 365 and Azure environments to provide a unified view of operational health, enabling IT leaders to make informed decisions before issues become crises.

"*In a crisis, people rarely rise to the occasion. They fall to the level of their training.*"

– Prof. Chris Kinsville–Heyne

Absorb

Our managed services run on Microsoft Azure's global infrastructure, offering high availability, scalability, and disaster recovery. Azure delivers a 99.99% uptime SLA for Virtual Machines deployed across multiple Availability Zones, ensuring near-constant service and minimal disruption.[9] To further strengthen resilience, we deploy Azure Site Recovery and Backup to ensure business continuity and data protection during unexpected events. To keep teams productive, we enable seamless communication with Microsoft Teams and Viva Engage. Additionally, our WAN migration methodology ensures transitions are executed with minimal downtime and operational impact. We also provide hybrid cloud options and geo-redundant storage to ensure that even in the face of regional disruptions, your data and services remain accessible and secure.

Adapt

Using the Microsoft Power Platform – Power Apps, Power Automate, and Power Virtual Agents, Wanstor helps organisations build workflows tailored to crisis scenarios. These tools automate escalations, trigger alerts, and streamline approvals when time matters most. Complementing this, Microsoft Copilot adds value by summarising updates, drafting messages, and surfacing insights from across Microsoft 365; organisations integrating Copilot alongside Microsoft 365 and Power Platform achieved 116–197% ROI over three years.[10] Our service catalogue and self-service portals further reduce friction, empowering users to act quickly and confidently during disruption. We also support adaptive governance models that allow organisations to pivot quickly while maintaining compliance and control.

Lead

We help you define and rehearse clear crisis roles, each supported by Microsoft tools:

- **Commander**: Uses Microsoft Teams and Power BI to coordinate response and monitor real-time impact.
- **Collaborator**: Leverages Microsoft Copilot and Viva Engage to manage communications and keep teams aligned.
- **Scribe**: Captures decisions and actions using SharePoint-integrated workflows and Power Platform automation for traceability.

Our approach blends inclusive leadership and performance psychology to ensure clarity and confidence under pressure. We also facilitate tabletop exercises and scenario planning workshops to help leadership teams build muscle memory for high-stakes decision-making.

Secure

Wanstor embeds Cyber Essentials and Cyber Essentials Plus into our services to reduce risk, meet regulations, and build trust. However, our approach goes beyond compliance. By proactively integrating threat intelligence, cross-product detection, and automated response, we make security a core part of your resilience strategy. We also offer continuous security posture assessments and integrate Microsoft Purview for data governance and compliance, ensuring that your organisation is not only protected but also audit-ready at all times.

Building Digital Fortitude with Wanstor

Resilience isn't built in a day. But it starts with a decision – to prepare, to invest, and to partner with those who've been there before.

At Wanstor, we don't just deliver technology. We deliver confidence. Our approach is grounded in real–world experience, proven frameworks, and a deep partnership with Microsoft. Whether you're a growing business, a public sector body, or a complex enterprise, we tailor our solutions to your needs, your risks, and your ambitions.

We understand that every organisation's resilience journey is different. That's why we work alongside your teams to build digital foundations that are not only secure and scalable, but also adaptable to change – whether that's a cyber threat, a service disruption, or a global crisis.

Let's build your digital lifeline – together.

Wanstor's commitment to excellence has been recognised with multiple awards, including:

- MSP Service Desk of the Year at the Spark2025 SDI Conference.
- Best Service Desk CX at the same event, highlighting our dedication to customer experience.

SDI AWARDS 2024 - 25 WINNER
MSP SERVICE DESK OF THE YEAR

SDI AWARDS 2024 - 25 WINNER
BEST SERVICE DESK CX

SDI AWARDS 2023 WINNER
TRUSTED PARTNER

SDI AWARDS 2022 WINNER
BEST MANAGED SERVICE PROVIDER

By 2026, more than 90% of organisations will face disruption due to a shortage of IT talent (FEMA). This is not a temporary skills gap – it's a strategic crisis that will redefine resilience, leadership, and competitive positioning in the digital economy. The following results reflect what's possible when organisations invest in proactive digital strategies. But the landscape is shifting – and the next wave of disruption demands a new level of preparedness.

- 468 business risks closed in the past year
- 291 security incidents resolved last year
- £194,000 in cost savings identified
- 32,852 criticals resolved in just six months

- 540+ incidents prevented every single month
- Up to 50% reduction in P1 outages
- 56% decrease in monitoring alerts
- 175+ recurring problems identified and progressed monthly

Ready to strengthen your organisation's cyber resilience?

Visit wanstor.com to connect with our experts and explore how Wanstor can help you stay protected, compliant, and confident – through 2025 and beyond.

Sources

[1] Tech Radar – World Productivity Day reminder: tech adoption isn't just a strategy – it's growth

[2] Resilinc – Resilinc Reveals the Top 5 Supply Chain Disruptions of 2024

[3] The BCI Org – Latest BCI report reveals escalating supply chain disruptions drive increased tier mapping and insurance uptake

[4] IBM Reports – Cost of a Data Breach Report 2025

[5] Gartner – 79% of Corporate Strategists See AI and Analytics as Critical to Their Success Over the Next Two Years

[6] Businesswire – 2024 State of the Cloud Study for IT and Finance Leaders

[7] Spyhunter – Endpoint Security Statistics: Key Trends and Threats

[8] Tech Target – Enterprise cybersecurity hygiene checklist for 2025

[9] Microsoft – Azure availability zones

[10] Forrester – New Technology: The Projected Total Economic Impact™ Of Microsoft Copilot For Microsoft 365