Alpha Overhead Doors

Stopping a Live Cyber Attack and Becoming a Client in One Day

In late July, Amanda Alquist, owner of Alpha Overhead Doors, noticed something alarming: she was receiving suspicious emails that appeared to come from her own account.

This was an active Business Email Compromise (BEC) attempt. Her existing IT provider dismissed her concerns. Having already lost a significant amount to previous breaches, Amanda was frustrated and worried. She searched online for help and called One Step Secure IT.

The response was immediate. One Step Secure IT contained the threat that same day, signed Alpha Overhead Doors as a client on the spot, and began securing their systems. Amanda later reflected, "They could tell it was urgent for me and took care of it right away."

What began as an emergency call grew into an ongoing partnership, transforming Alpha Overhead Doors' IT and cybersecurity. The experience redefined Amanda's expectations for service from a Managed Service Provider (MSP).

Company Overview

Alpha Overhead Doors is a family-owned business in Tempe, Arizona, specializing in overhead door installation, repair, and maintenance. Co-owned by Amanda and Justin Alquist, the company has been in operation for seven years and employs approximately 25 people. It serves a mix of commercial and residential clients, including large nationwide accounts.

IT and Security Challenges

Prior to the switch, Alpha Overhead Doors relied on a small IT provider. Service declined after the original owner retired and passed the business on. Multiple incidents highlighted the risks.

In April, a hard drive failure wiped out all accounting data because backups were absent. Around the same time, a breach led to a significant fraudulent withdrawal from the company's bank account. Customers were notified, and some stopped sending emails over security concerns.

A new employee with IT knowledge shared some concerns about the lack of modern protections. The July BEC attempt became the breaking point.

"If anything like this were to happen that would affect [our client's information], good luck ever becoming their vendor again, right? That's not something they're going to play around with," Amanda said.

Immediate Incident Response

After discovering the BEC attempt and receiving little help from her previous provider, Amanda turned to One Step Secure IT.

Upon Amanda's initial emergency call, the One Step Secure IT team prioritized incident response. Technicians remotely accessed systems to identify and block the BEC activity, secure email accounts, and prevent further unauthorized access. Robust, automated backups were deployed immediately to protect critical data.

Once the attack was contained, One Step began onboarding Alpha Overhead Doors as a full-service client.

Amanda was drawn to One Step Secure IT's family-owned structure, which is similar to her own business, and to the advanced certifications held by multiple team members.

Combined with the rapid, effective response to her emergency, these elements gave her the confidence to move forward immediately and build a partnership that has continued to deliver results.

Delivered Services and Ongoing Improvements

One Step Secure IT's *Pro IT Services* include proactive monitoring of networks, servers, and endpoints, as well as unlimited remote and on-site support, hardware and software procurement guidance, patch management, and strategic technology planning.

One Step Secure IT's services add advanced protections such as multi-layered endpoint detection and response (EDR), email filtering, phishing simulation training, dark web monitoring, security awareness training for staff, and regular vulnerability assessments.

Amanda describes the team: "Dave Ramsey says you want thoroughbreds, not donkeys. It feels like One Step just has a bunch of thoroughbreds, which is really great. It gives me a huge peace of mind."

Over the next several months, these services delivered tangible upgrades. Systems were optimized for performance, outdated hardware was replaced with reliable business-grade equipment, and security policies were strengthened to support continued growth.

When another computer failed shortly after onboarding, the new backups enabled complete recovery with no data loss. New computers were sourced for the team to ensure the best equipment was provided.

Support tickets are now resolved efficiently through a dedicated help desk. Staff submit requests directly to One Step, and issues are handled promptly without requiring management follow-up.

"When the team has questions, I'm like, you need to call [One Step]. It frees up a lot of time when you don't have to double back. It's been a huge blessing," Amanda said.

Outcomes

With enterprise-grade security now in place, Alpha Overhead Doors can confidently pursue and retain high-value national accounts without fear of losing them over cybersecurity concerns.

As Amanda explained, "Major customers won't risk a breach through a vendor. We needed big-boy security, so that's what we're doing."

Months later, satisfaction remains high: "My service so far from One Step has been pretty excellent... I'm really, really, really happy."

Alpha Overhead Doors now operates with reliable, scalable technology and responsive support, empowering the team to focus on business growth instead of IT emergencies.

Ready for Reliable IT and Security?

Alpha Overhead Doors turned an active cyber threat into long-term stability with responsive, professional support. If your business needs a partner that acts fast in a crisis and delivers ongoing peace of mind, reach out to One Step Secure IT for a no-pressure conversation.

(623) 227-1997
www.OneStepSecureIT.com