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## Customer Case Study



### Customer:

Carolina Cool

### Industry:

Commercial Services

### Location:

Myrtle Beach, SC

### Previous Security:

Vipre

***“There were some issues that PC Matic seemed to correct; found some viruses and things like that. It cleaned up our machines pretty well, streamlined them and made them run better.”***

- Kary Lacks, IT Manager  
Carolina Cool

# Carolina Cool Chooses PC Matic Pro After Ransomware Infection

## Who is Carolina Cool?

Carolina Cool, Inc., formed in 1985, is the area’s largest mechanical contractor, with over 100 trucks servicing residential and commercial customers. They are one of the only “Full Service Mechanical Contractors” in the region, providing 24-hour Heating, Air Conditioning, Refrigeration, Plumbing, Electrical, Solar, and Air Quality Service and Preventative Maintenance, in an extremely competitive environment.

## Ransomware Attack

Carolina Cool’s ransomware attack ended up better than many others that have been reported. Though they were able to restore most of the data from system backups, some data was lost, including a share drive and one computer’s entire contents. That was the turning point that prompted IT Manager, Kary Lacks, to find a solution that could stop ransomware. After noticing the PC Matic commercials, that specifically mentioned protection against ransomware, the team at Carolina Cool decided to give it a shot.

## After One Year of PC Matic

Since installing PC Matic Pro, Carolina Cool has been completely virus-free. In addition to being fully protected from malware attacks, Kary noted an all-around improvement in computer performance, since PC Matic also performs routine endpoint maintenance, such as removing junk files and keeping drivers up-to-date.