

Emergency Response to a Global IT Outage for a Leading Healthcare Provider

Amid routine operations, a major healthcare organization specializing in dental services experienced a crippling global IT outage across all locations. Triggered by a faulty CrowdStrike security software update, the outage halted operations and jeopardized patient care. Fortunately, since hiring Judge Consulting as their Managed Service Provider (MSP), a robust business continuity plan was already in place and was successfully executed during this crisis. Judge Consulting's proactive monitoring systems identified the issue immediately, and despite it occurring in the middle of the night, the team worked diligently to bring systems back online before the start of regular working hours. The entire project, including long-term security updates, was completed in under 48 hours, safeguarding future operations.

THE CHALLENGE

Defective Security Software Update Causes a Critical IT Failure Across Workstations, Laptops, and Servers

The healthcare provider's entire Windows-based infrastructure was thrown into chaos when a routine CrowdStrike security agent update caused a widespread reboot loop. This update impacted hundreds of devices, including workstations, laptops, and servers, halting essential operations. The outage also rendered critical systems, such as the Dentrix patient management platform, inoperable. The challenge was not only to stop the reboot loop but also to ensure a rapid and secure restoration of operations while preventing future disruptions.

THE SOLUTION

Rapid Diagnosis and System Restoration Through Expert Coordination

Judge Consulting's systems triggered an alert as soon as the outage occurred, allowing their team to begin addressing the issue immediately. With a well-established business continuity plan in place, the response followed a clear protocol, enabling a coordinated and effective resolution. Upon investigation, Judge's senior engineers traced the problem to the faulty CrowdStrike update. Collaborating closely with the healthcare provider's internal IT team and the security software vendor, Judge Consulting acted swiftly to diagnose the issue and deploy a solution.



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THE RESULT

Restored Systems and Comprehensive Security Implementation Within Hours

Judge Consulting's rapid intervention, guided by the pre-existing business continuity plan, ensured that the healthcare provider's systems were back online before regular working hours, preventing prolonged operational downtime. The entire project, including the implementation of long-term security updates, was completed in under 48 hours. This swift response safeguarded business continuity and patient care, demonstrating Judge Consulting's ability to quickly and effectively resolve critical technical issues while securing infrastructure for the future. -



Key Actions Included:

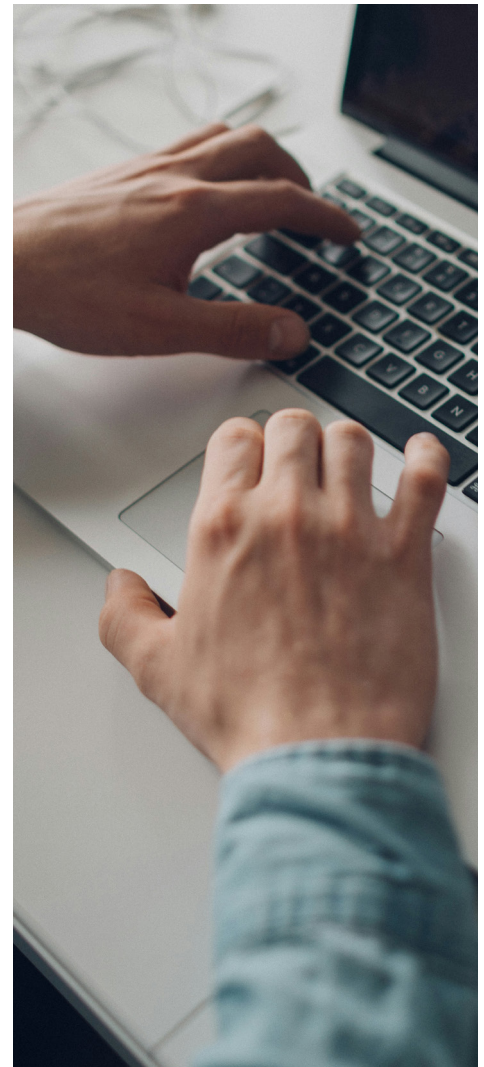
Rapid Diagnosis: Identified the root cause—a faulty CrowdStrike security agent update—within hours.

System Restoration: Brought all systems, including workstations, laptops, and servers, back online before regular working hours.

Priority on Critical Systems: Restored mission-critical platforms, such as Dentrix, to prevent prolonged disruption to patient care.

Comprehensive Security Updates: Implemented long-term security measures to protect against future incidents and prevent recurrence.

Collaborative Effort: Worked seamlessly with the internal IT team and the security software vendor to ensure a coordinated resolution.



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