

Held Hostage

How One Step Secure IT Rescued Hooks Lincoln from Their IT Nightmare



For months, the team at Hooks Lincoln, a trusted, family-owned auto dealership in Fort Worth, Texas, felt like they were being held hostage, not by ransomware or hackers—but by their own Managed Service Provider (MSP).

Things had started out fine. The dealership didn't have an internal IT team, so they turned to an outside provider to help manage and secure their systems. But by mid-2024, the relationship had turned toxic. Requests were ignored. Support dwindled. And when Hooks Lincoln finally decided to part ways, the real nightmare began.

The MSP flat-out refused to cooperate. They wouldn't extend the contract—not even by a month. Worse, they refused to uninstall their own security tools, leaving Hooks Lincoln's systems in limbo. With 41 endpoints exposed, and no in-house IT staff to intervene, the dealership was staring down the barrel of a potential data breach.

"We got in a really tough spot," said Director of Operations at Hooks Lincoln, Hunter Greenwood.

They were stuck. Trapped. And time was running out.

Enter the Rescue Team: One Step Secure IT

In August 2024, with pressure mounting and operations at risk, Hooks Lincoln found their lifeline: One Step Secure IT.

From day one, One Step treated the situation like the urgent crisis it was. Their "No Hostage Guarantee" wasn't just a promise—it was a mission. Leading the charge was Tim Derrickson, CISSP and Director of IT & Security Services. Tim tackled the mess head-on, untangling contracts, and prying control back from the uncooperative MSP.

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It was like night and day...Tim really saved the day.

—Hunter Greenwood, Director of Operations

Meanwhile, Peyton Hitchcock, Hooks Lincoln's newly assigned Network Administrator, got to work rebuilding their IT environment from the ground up.

If Hunter runs into any technology issues at the dealership, "I can just call Peyton and figure it out. It's always A1 service."

From Chaos to Control

One Step didn't just plug holes—they built a secure technology environment that is prepared for growth into the future.

Their tech team traveled to Fort Worth, installed a centralized server, and brought all 41 devices—31 desktops and 10 mobile units—under a secure, centrally managed system.

They deployed:

-  **24/7 Security Operations Center (SOC) monitoring**
-  **Managed Detection and Response (MDR)**
-  **Zero Trust Application Whitelisting**
-  **Full Antivirus Protection, Dark Web Monitoring, and Cloud Backups**

Suddenly, Hooks Lincoln wasn't just operational—they were compliance-ready for Cyber Liability Insurance and armed with a top-tier cybersecurity strategy.

A True Partnership

With One Step on board, Hunter describes a complete 180° shift: "I've had truly zero issues."

Peyton quickly became more than just support—he was a strategic ally, offering fast answers, clear direction, and peace of mind. One Step's Virtual CIO (vCIO) now helps the dealership plan for the future, mapping out upgrades and security measures in quarterly briefings.

"The planning aspects are lightyears ahead of what we used to have."

Hunter no longer loses sleep over what might be hiding in his network. "I don't need to know everything—y'all have my back covered."

The Bottom Line

Hooks Lincoln was trapped in a dangerous situation—vulnerable, unsupported, and left in the dark by an MSP that stopped caring.

But One Step Secure IT turned their situation around. With 38+ years of experience, a battle-tested team, and a commitment to never leaving a client behind, they turned a high-stakes IT crisis into a story of strength, stability, and partnership.

Today, Hooks Lincoln stands stronger than ever—protected, supported, and empowered by a partner they can trust.



Let's Start a Conversation

Tell us about where your business is going, and we'll help you find a path forward.

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