

# TAKING BACK CONTROL OF THE KEYS.

HOW MYCRECLOUD GUIDED A CONTRACTOR THROUGH A HOSTILE MSP SITUATION — AND BUILT THEM A SAFER PATH FORWARD

CLIENT  
**Regional Contractor**

INDUSTRY  
**Construction / Sage**

PLATFORM  
**myCREcloud**

STATUS  
**✓ Resolved**

## ⚠ DO YOU HAVE CONTROL OF YOUR ADMIN CREDENTIALS?

Your MSP should never have the power to shut your business down. Here's how myCREcloud helped one contractor navigate a hostile provider situation — and come out stronger.

## 01 THE CHALLENGE

A regional construction contractor found themselves in a critical situation when their existing MSP acted in bad faith during a billing dispute. Rather than working toward resolution, the provider weaponized its access — shutting off the client's email service entirely, then threatening to lock them out.

The client needed secondary domain admin credentials to regain control. Credentials they did not have — because their provider had deliberately withheld them. Their business was effectively held hostage.

- ✗ Email service shut off mid-dispute, halting internal communications
- ✗ Server infrastructure access threatened via myCREcloud environment
- ✗ No secondary admin credentials in the client's possession
- ✗ Business operations at a standstill — no clear path forward

## 02 HOW MYCRECLOUD STEPPED IN

When the client reached out, myCREcloud didn't just offer a new service — we became their advocate and advisor through a difficult situation. Our team walked them through exactly what was happening technically, what their rights were as an account holder, and what steps were needed to resolve the dispute and secure their access.

We helped them understand the specific credential structure of their environment, identify what had been withheld, and navigate the resolution process with their previous MSP — step by step. Throughout, myCREcloud served as a calm, knowledgeable guide at a moment when the client had no one else in their corner.

Once the immediate dispute was resolved, the client made the decision to transition fully to myCREcloud. We ensured the migration was handled with complete transparency: every credential documented, every access point handed directly to the client, and a support structure built around their ownership of their own environment — not ours.

## 03 THE RESULTS

- ✓ **Full admin credential control returned to the client — documented and secured**
- ✓ **Client guided through dispute resolution with expert advisory support from myCREcloud**
- ✓ **Seamless transition to myCREcloud — operations fully restored**
- ✓ **Transparent MSP partnership established with client-first access policies**

## 04 KEY TAKEAWAY

### THE MYCRECLOUD DIFFERENCE

**A GOOD MSP GIVES YOU ANSWERS, NOT JUST ACCESS.**

When this client had nowhere to turn, myCREcloud showed up as more than a hosting provider — we were an advisor, an advocate, and a guide through a situation most MSPs wouldn't touch. That's what a true partner does. Always ensure you retain your own admin credentials, and always work with a provider transparent enough to insist on it.

### CASE DETAILS

CLIENT  
**Regional Contractor**

INDUSTRY  
**Construction**

SERVICE TYPE  
**Managed Service Provider**

PLATFORM  
**Sage / myCREcloud**

ISSUE TYPE  
**Credential Lockout / MSP Dispute**

OUTCOME  
**Fully Resolved ✓**

### WARNING SIGNS

Red flags that your MSP may not have your best interest in mind:

- ! You don't hold your own admin credentials
- ! Provider refuses to document access procedures
- ! Billing disputes escalate to service threats
- ! No clear offboarding or transition plan exists

## NEED AN MSP THAT HAS YOUR BACK?

Whether you're in crisis or just questioning your current provider, myCREcloud will give you straight answers and real support.

**TALK TO OUR TEAM →**