

CASE STUDY: TRANSPORTATION COMPANY RANSOMWARE ATTACK

THE CHALLENGE

- **Single-Person IT Department:** This transportation company relied heavily on a sole IT manager to handle all infrastructure needs, including network monitoring, virus detection, and ransomware protection.
- **Ransomware Attack:** In late August, the company faced a severe ransomware attack that encrypted all its servers, rendering its systems inoperable.
- **Hybrid Infrastructure Transition:** The company was in the process of migrating from a primarily on-premises ERP system to a cloud-based infrastructure, which posed additional risks and challenges during the ransomware recovery process.

THE SOLUTION

- **Managed Services Partnership:** Assured Data Protection provided a managed service solution that complemented the company's IT strategy, focusing on cloud-based services that align with their business model.
- **Rapid Response and Recovery:** Upon discovering the ransomware attack, Assured Data Protection's crisis management team quickly initiated the recovery process, starting with restoring Azure servers and then focusing on on-premises systems using a NAS device.
- **Direct Support and Collaboration:** Assured Data Protection's team provided exceptional support by personally delivering critical hardware, facilitating direct collaboration with the company's other vendors to ensure a smooth and efficient recovery process.

THE RESULT

- **Successful Data Recovery:** Within a few days, Assured Data Protection successfully restored all of the company's systems, except for one stubborn ERP server, which was later rebuilt using backup data.
- **Enhanced IT Security:** The collaboration with other vendors, guided by Assured Data Protection, led to improved security configurations in the company's Azure environment, reducing the risk of future attacks.
- **Increased Value for Cost:** The company found the services provided by Assured Data Protection to be significantly more valuable than their previous solution, while maintaining cost competitiveness.

ABOUT THE COMPANY

This transportation company has a single-person IT department, run by its IT Director. The company faced a critical ransomware attack that encrypted all its servers.

The IT team's strategy relied on restoring data from backups, and Assured Data Protection played a pivotal role in this recovery process.

Partnering with Assured Data Protection after an encounter at an IT conference, this company transitioned from a legacy backup provider to Assured's managed services, aligning with their hybrid cloud strategy.

RANSOMWARE ATTACK

Whilst employing the services of Assured Data Protection, the company faced a severe ransomware attack that encrypted all its servers, rendering its systems inoperable. During the ransomware crisis, Assured Data Protection's rapid response team initiated an efficient restoration process.

By leveraging a combination of cloud-based recovery for Azure servers and on-premises NAS devices, Assured ensured minimal downtime for the company. Additionally, direct support from team members who personally delivered critical hardware, exemplified their commitment to exceptional service.

"I cannot think of a better resource that we could have had during our ransomware attack than Assured Data Protection.

If I had to rank the vendors that worked on my ransomware project, Assured Data Protection would be number one, followed by everybody else."

- Transportation Company's IT Director

THE RESULT

With Assured's help, the transportation company not only recovered from the ransomware attack but also enhanced its IT security and found greater value in Assured's services compared to the previous solution.

The partnership proved invaluable, solidifying Assured Data Protection as a critical ally in the company's IT resilience strategy.