

# Service Firm Cuts the Business Risk of Ransomware with Rapid Backup and Restore Capabilities



## SERVICE FIRM CASE STUDY

### Challenge

Faced with recurring ransomware attacks and knowing that even the best prevention tools don't work all the time, a U.S.-based firm needed a faster, more effective way to recover data and back up critical servers.

### Results

- Avoided business impact of \$100,000/day due to ransomware attacks
- Reduced recovery time from 4 days to less than 1 hour
- Slashed backup times for individual servers from hours to minutes
- Cut management requirements from 5-10 hours/week to 1 hour/week
- Accelerated performance experienced by users

“We replaced the fear of being hit by a ransomware attack with the peace of mind that comes from knowing that in case of an attack, we could get our data back within minutes rather than days.”

**Manager of IT**  
Service Firm

### Company Challenge

#### Reducing the Threat of Downtime Due to Ransomware

According to Gartner, ransomware threat has grown 700% since 2016, and Sophos reported that 75% of the firms infected by ransomware were running up to date endpoint protection tools. Our research shows that ransomware developers are highly motivated and can release new strains of their malware faster than the firms working on ransomware prevention tools.

What this means for an enterprise is that no security solution is 100% effective against all known strains of ransomware, and they need the capability to respond quickly to attacks so that downtime to key systems – and damage to the company's productivity and reputation – can be minimized.

For one Datrium customer, the specific challenge was to replace its slow and ineffective previous solution with a faster, more efficient way to retrieve the entire environment of critical servers after they had been hit by ransomware attacks. In one case, it took four days to recover all the data, costing the company an estimated \$100,000 per day due to lost productivity.

### Results

#### Datrium Dramatically Cuts Restore and Backup Timeframes

Realizing the serious impact of slow recovery on business continuity, reputation, and lost productivity, the manager of this service firm started looking for alternatives to the existing solution. The firm evaluated products from Dell, Cisco, and other companies, but then heard about Datrium's Automatrix platform through the grapevine.

“We weren't looking for a ransomware solution; we were looking for a way to accelerate backup and restore times for our main file server,” said the Manager of IT. “We knew if we could restore quickly from any sort of event, whether it was ransomware or an outage from some other cause, that was our ideal target. We wanted the capability to have things back up and running within the hour.”

After evaluating the Datrium Automatrix platform, the IT team knew this was the right solution for them and moved 100% of the environment to Datrium. “There wasn't one product out there that came close to what Datrium could do,” said the Manager of IT. “There really was no comparison. Our hourly backups went from 15 minutes to less than one minute, the nightly backup takes only 10-15 seconds, and restore times are an order of magnitude less.”

“I’ve looked at several different systems, and if you want to be able to restore and backup your data quickly, there’s not another product out there that can do it like Datrium. To be able to have my environment 100% back up and running 30 minutes from when I started is incredible.”

**Manager of IT**  
Service Firm

#### **Rapid Recovery Limits Business Impact**

In terms of recovering from ransomware attacks, the Datrium solution could have enabled the firm to avoid the four-day outage caused by one attack last year, and it actually did enable the company to recover from another similar attack in less than one hour.

“A week ago, I started getting calls on a Sunday morning that people were unable to do certain processes the way they normally could,” said the Manager of IT. “There was an Active Directory account in our main server that contained ransomware, and a few other servers were hit as well. I contacted our support engineer from Datrium, who responded very quickly for a Sunday. He was very helpful and proactive. Based on his advice, I went through and shut all the servers down and then restored them, one by one. The entire process only took about 30 minutes, and we were up and running again.”

Since the estimated cost of downtime to the firm is approximately \$100,000 per day, Datrium has already saved hundreds of thousands compared with the previous solution, according to the Manager of IT. There is also less system management required: “We’ve gone from 5-10 hours per week making sure everything is running correctly to 1 hour per week with Datrium,” he said.

#### **Better Performance, Fewer User Complaints**

When the firm switched over to Datrium, the IT department purchased new on-premises servers to replace its previous server farm. The primary business applications running on the servers are Exchange and a customer management application. The move to Datrium did not create any performance penalties; quite the contrary, performance increased noticeably.

“I’ve noticed a huge difference in the performance of the servers,” said the Manager of IT. “I’m not really hearing a lot of people complain anymore that servers are slow. And when I go to reboot a server, I see that it comes up a lot faster than what it has done in the past. In terms of raw metrics, fewer user complaints is probably the most important to us.”

Learn more about Datrium at [www.datrium.com](http://www.datrium.com).

