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A single virus can completely compromise company data

How we saved a local HVAC company from a data nightmare

Key Outcomes

✓ Only minor data loss

✓ More proactive toward cyber security in future

✓ Nightly backups implemented

✓ Greater automation

✓ Business operations are protected
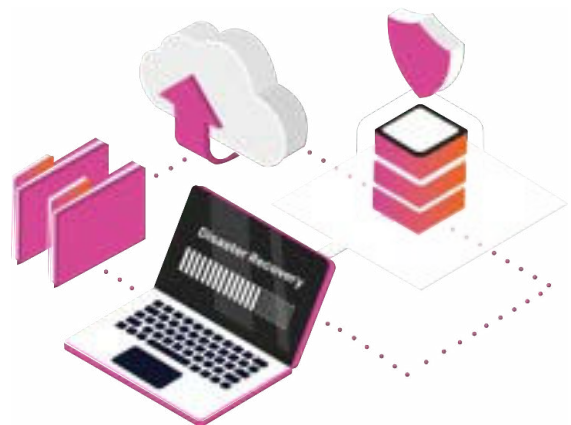
✓ Back up and running quickly

About the Disaster Recovery Nightmare

When one of our clients found a ransomware virus on their systems, they feared the worst. However, thanks to our partnership, we were able to give them back control of their files and permanently eradicate that virus from their systems.

In this instance, due to data protection and the severity of the issues faced, we must keep the client's name and details confidential. As such, they will only be referred to as 'the client' for anonymity.

How we saved a local HVAC company from a data nightmare

Get complete cyber security to ensure your business is protected.

Cyber Security

Attacks can strike your business at any time from a variety of sources, one of the main ways attackers are able to penetrate your systems is through human error. It's so easy to click a link that seems real. Make sure you implement team cyber testing and training to keep your team vigilant against these threats.

Tech Quote

Lily

"The company in question reported this virus to us on the system, we restored their server from the backup we had in place and followed our tailor-made disaster recovery plan to get them back up and running again as fast as possible"

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🌐 **Website**
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📞 **Call us**
0333 242 2447

The Issue

This client noticed that their server wasn't running as normal, and access to even the most basic of files was impossible.

On speaking to Syn-Star, this client was relieved to learn that their anti-virus software had prevented the virus from causing too much damage to their systems.

This meant it didn't travel too far. Should they have had no anti-virus in place, then the damage could have been far more severe.

Previously, we had also ensured that not all users had administrative privileges. This also significantly helped to mitigate the damage of the virus and prevent further spread.

How we helped

Firstly, we were able to use our existing backups for this client to restore the majority of their data. This meant that in the 3 hours of downtime, they only lost a minimal amount of their files. Without data backups, this would have been significantly more.

This was completed remotely using the client's data backup from the previous day.

Thankfully for the client, this data loss occurred relatively early in the morning. If this had happened during the main course of the working day, a lot more data could have been permanently lost.

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Penetration Tests

We would always recommend businesses to have a penetration test, this is where we test your cyber secuirty defence sin a safe and controlled way to see if we can penetrate your systems.

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Sourcing the Vulnerability

From here, it was important to identify how the virus had gained a foothold into the server to begin with. Syn-Star technicians were able to quickly find the weakness in the client's existing security measures.

We also added additional security measures, including ransomware protection, to prevent such an issue from occurring again.

The Outcome

Our client was horrified at how much damage a small virus had the potential to do. While they escaped this attack with only some minor data loss, they were still frightened of this occurring again in the future.

Due to these negative emotions, this client is now far more proactive with their cyber security.

They take more steps to educate themselves on the different risks, and perform nightly backups to ensure they have a means of accessing files should an infiltration take place in the future.

Need help? Lets talk!

Want to find out how Syn-Star can help your business ensure its cyber security is strong enough to prevent attacks like this?

We can work with you to implement a strong cyber security defence, create a disaster recovery plan if the worst was to happen and test how your defences would handle an attack safely to ensure total protection.