

datto



SUCCESS STORY

Datto Keeps Charities Safe From Ransomware

4Children is a national non-profit organisation that offers vital support for children and their families. Discover how they survived a Ransomware attack with Datto & Zed One

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Richard Johnson
IT Manager

A Cause for Concern

Every business has its stakeholders, but a non-profit organisation has more than most. In addition to employees, investors, grant makers, and lenders, a charity also needs to answer to the local authority, beneficiaries, regulators, volunteers, supporters, and most vitally, service users and families. For this final group, it's imperative that their access to the charity is uninterrupted. It's just one of the reasons why downtime is not an option.

4Children is a national non-profit organisation that offers vital support for children and their families. They work with a wide range of partners around the country to ensure children and families have access to the services and support they need in their communities. For example, their projects have improved access to flexible childcare, and Outreach Workers have helped mend fragmented families. The work they do is so important, downtime could have a massive negative impact on the lives of the service users – not just the organisation's bottom line.

Preparation is the best form of Protection

4Children knew they had to protect themselves by backing up their data, so they used a tape solution to protect 4.5TB of data. However, this had a costly third party Tape Rotation Service contract, and they had no Disaster Recovery plans or off-site replication capability. Replacement servers can take days to arrive, data of that quantity will take another day to transfer and even then, all settings, permissions and configurations would be lost.

IT manager Richard Johnson was well aware of this system's vulnerability. "We needed a good disaster recovery solution to ensure our business continuity plan could be carried out efficiently."

There are many sources of downtime. The most common causes are actually human error and hard drive failures, but viruses are becoming increasingly aggressive and increasingly common. More than 80% of businesses in the UK experienced a breach of some sort during 2014¹.

4Children decided to partner with Zed One, a local Managed Service Provider (MSP). Zed One suggested a SIRIS 2, Datto's Total Data Protection solution. "SIRIS met our requirements. I was particularly impressed with the virtualisation aspects and the speed with which we could spin up live machines when a problem occurred," said Johnson.

Disaster Struck

The worst-case scenario happened in the summer of 2015. The Cryptolocker virus is a dangerous variant of ransomware which encrypts a systems files and data and then notifies the users that they need to pay a ransom to recover their data. If the business refuses to pay, the ransomed data is lost for ever. The presence of Cryptolocker on a system can cause significant downtime. 41% of businesses pay up² – but it's not an easy decision to make. For a non-profit organisation, this is a painful way to spend precious funding.

"When we were infected," said Richard, "our Datto system came into its own and ensured that we were able to clean up the infection and restore programs and data very quickly."

This was possible because of Datto's Instant Virtualisation™ and Hybrid Cloud technology. By creating an instant copy of all files from the local Datto device or Datto cloud you are able quickly restore critical business data to their original state. This allows an organisation to effectively restore data with minimal disruption to its staff and customers.

This was a massive relief for 4Children; even just an hour of downtime would have cost the business a staggering £14,423 (calculation based on 1200 employees).

Increased Efficiency

However, Business Continuity isn't all about disasters. One of Datto's main benefits is the simplicity of its interface, which enables IT Managers to do more, in less time.

"The flexibility of the Datto is also another great feature," concluded Richard. "It allows us to mount a file restore instantly and also spin up a virtual copy of our servers for sandbox testing of patches before applying them in our production environment. We know that we can quickly recover from anything, a server failure to a virus infection quickly and with minimal downtime."

"Having that peace of mind is important as it allows us to continue in our day to day business operations knowing it is one less thing to worry about. Zed One provides us with an ongoing and high level of service and advice to underpin the capabilities of Datto that ensures we are always able to cope with whatever happens."

1. INFORMATION SECURITY BREACHES SURVEY 2014; UK DEPARTMENT FOR INNOVATION AND SKILLS
2 RESEARCH CENTRE IN CYBER SECURITY; UNIVERSITY OF KENT, 2014



Zed One

Based in Banstead, Surrey Zed One are a well established and experienced Managed IT services provider offering comprehensive technical support and service facilities to a range of small to medium companies.

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About Datto

Datto protects essential business data for tens of thousands of the world's fastest growing companies. Our Total Data Protection platform delivers uninterrupted access to data on site, in transit and in the cloud. Through Datto's network of partners, we provide companies with products and services designed to continually keep business running. Businesses rely on Datto for industry leading technology combined with unrivaled customer service.

Read more at www.datto.com/uk.