



SUCCESS STORY

Kicking CryptoLocker in the Teeth

Pediatric Dentistry Defeats Ransomware with Datto

datto



BASED ON POTENTIAL DOWNTIME ALONE, THE COST WOULD EASILY HAVE REACHED \$60,000.

Lori Buchman
Practice Administrator,
Lincoln Pediatric Dentistry



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 forward-looking technology companies with products and services designed to continually keep business running, combined with unrivaled customer service and unmatched accountability. Datto is headquartered in Norwalk, Connecticut, and has offices in Rochester, Boston, Toronto, London, Singapore, and Sydney. Learn more at www.datto.com.

"We want to serve our patients, not worry about IT," said Lori Buchman, the Practice Administrator at Lincoln Pediatric Dentistry of Lincoln, NE. The technology challenges for the growing dental practice are complex. With 34 employees in two locations, one virtualized host, four servers and the necessity remaining HIPAA compliant, it's imperative that their data be secure and their systems powered up.

This is why Lincoln Pediatric Dentistry relies on [Bizco Technologies](#), a full-service managed service provider, to manage all of their IT needs.

Bizco's success is based on their ability to help businesses excel by implementing and managing the most applicable IT solutions. For Paul Zoz, Bizco President, it's about "working diligently to make concepts such as "productivity" and "lower total cost of ownership" both meaningful and measurable in a customer's work environment." It's not just about the technology; it's about how the technology and its implementation can have a positive effect on the business.

One of Bizco's top priorities for Lincoln Pediatric Dentistry was evaluating their existing backup, recovery and continuity product. The teams had exhausted two solutions already; they needed the third to be final. Carl Steffens, Senior Design Consultant at Bizco, led the evaluation team. Part of the evaluation process was based on problems they had with the first two solutions. Requirements included 24/7 tech support, image-based backups, end-to-end encryption, instant local and offsite virtualization, and a quick recovery. Bizco recommended a Datto SIRIS device and the rest is history.

The Datto solution more than paid for itself soon after when the dentistry fell victim to a potentially devastating ransomware attack. Cryptolocker had successfully penetrated the company's network, encrypting the data and halting operations. Without the Datto solution already in place, Buchman estimated the cost would have been \$60,000+ for the small business, not including potential compliance violations, non-billable hours, lost revenue, and unhappy clients.

Bizco detected the ransomware infection on Lincoln's systems and quickly jumped into action. The IT provider removed the virus and deleted the encrypted files from the server. Next, they mounted a local restore from a Datto SIRIS and recovered the files. Bizco continued to backup the system during the entire process.

Thanks to the expertise from Bizco and the reliability of Datto's solution, Lincoln Pediatric Dentistry experienced no data loss, paid no ransom and suffered almost zero downtime. That's how you kick CryptoLocker in the teeth.

Corporate Headquarters

Datto, Inc.
101 Merritt 7
Norwalk, CT 06851
United States
partners@datto.com
www.datto.com
888.294.6312

Global Offices

USA: 888.294.6312
Canada: 877.811.0577
EMEA: +44 (0) 118 402 9606
Australia: +61 (02) 9696 8190
Singapore: +65-31586291

©2016 Datto, Inc. All rights reserved.