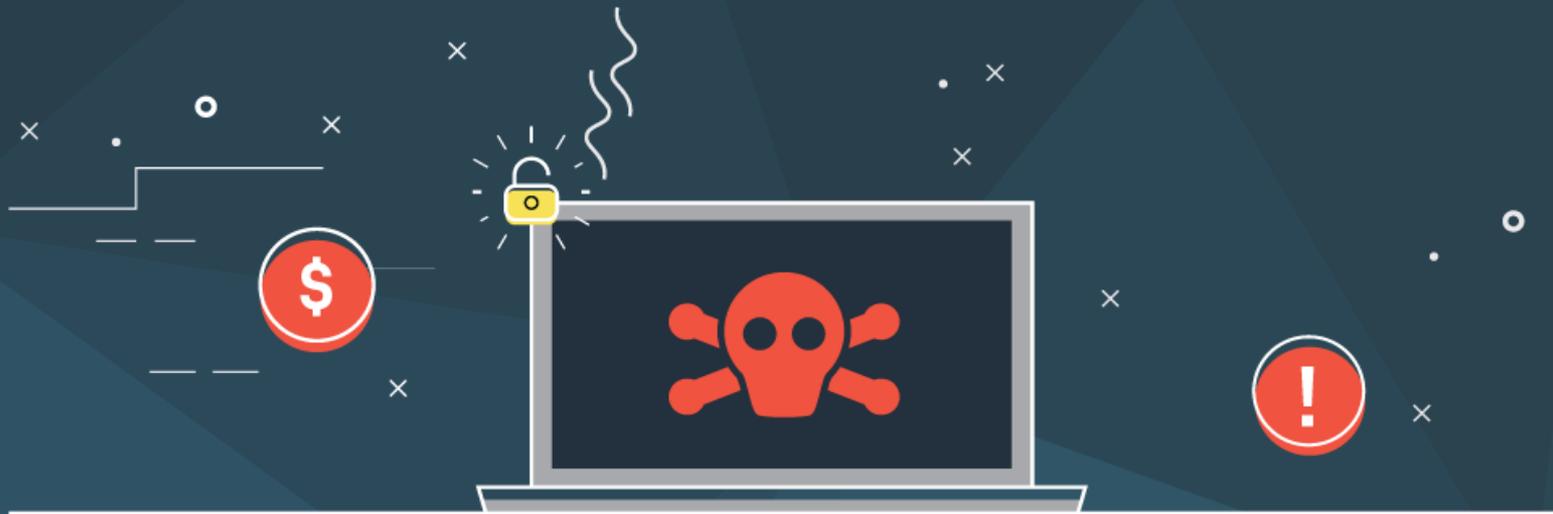


Prepared by Spiceworks
October 2016

datto

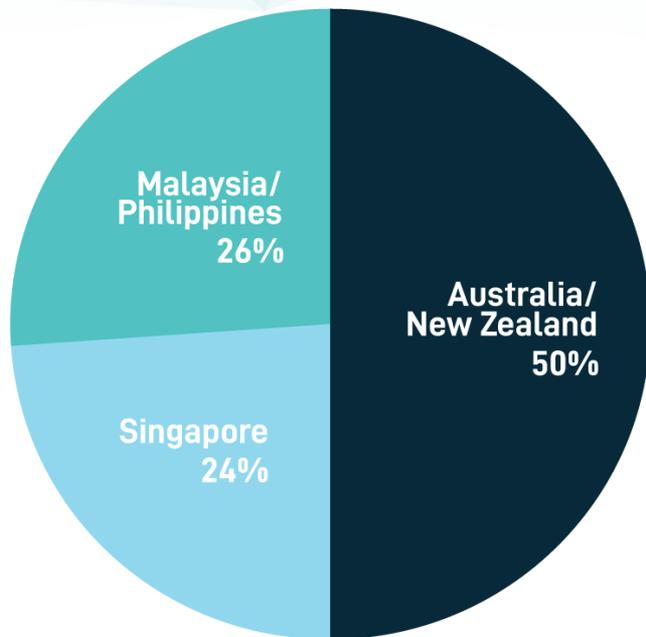
Datto's State of Channel APAC Ransomware Report



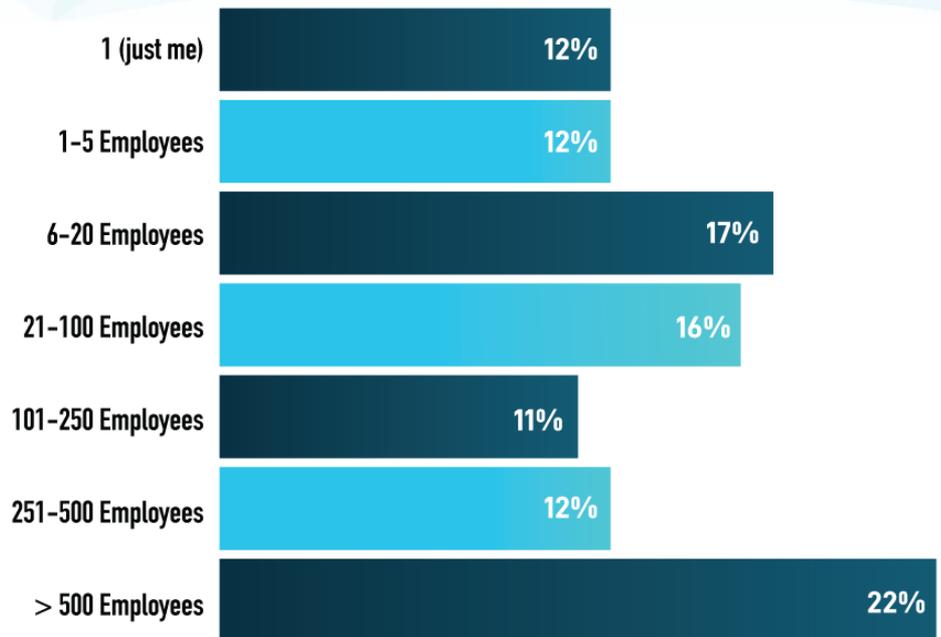
About this Report

In October 2016 Spiceworks, on behalf of Datto, surveyed 103 Managed Service Providers (MSPs) in Australia, New Zealand, Singapore, Malaysia, and Philippines to gain a unique visibility into the current state of ransomware from the Perspective of the Channel and their clients who are dealing with these malware infections on a daily basis.

GEOGRAPHY

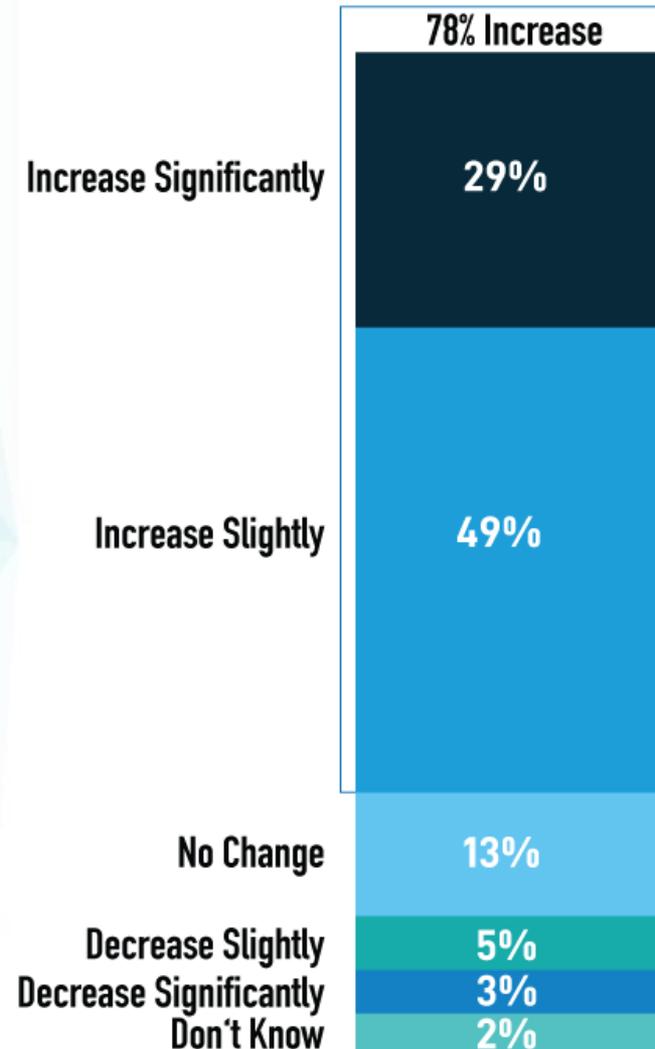


COMPANY SIZE



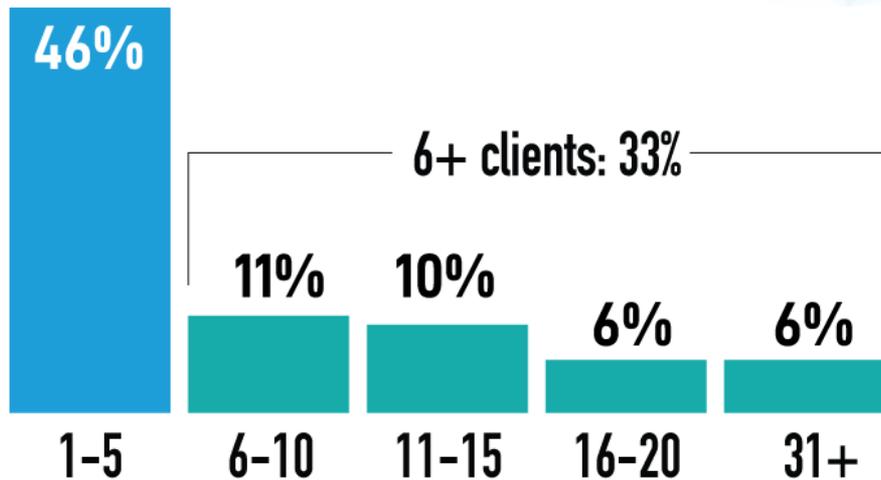
Majority of MSPs Expect Ransomware Attacks to Increase

How do you expect the number of ransomware attacks will change over the next 2 years?

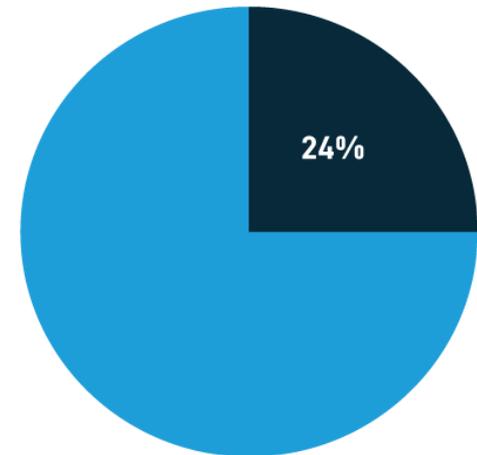


The frequency of ransomware attacks is an issue

How many of your customers experienced a ransomware attack in the last 12 months?

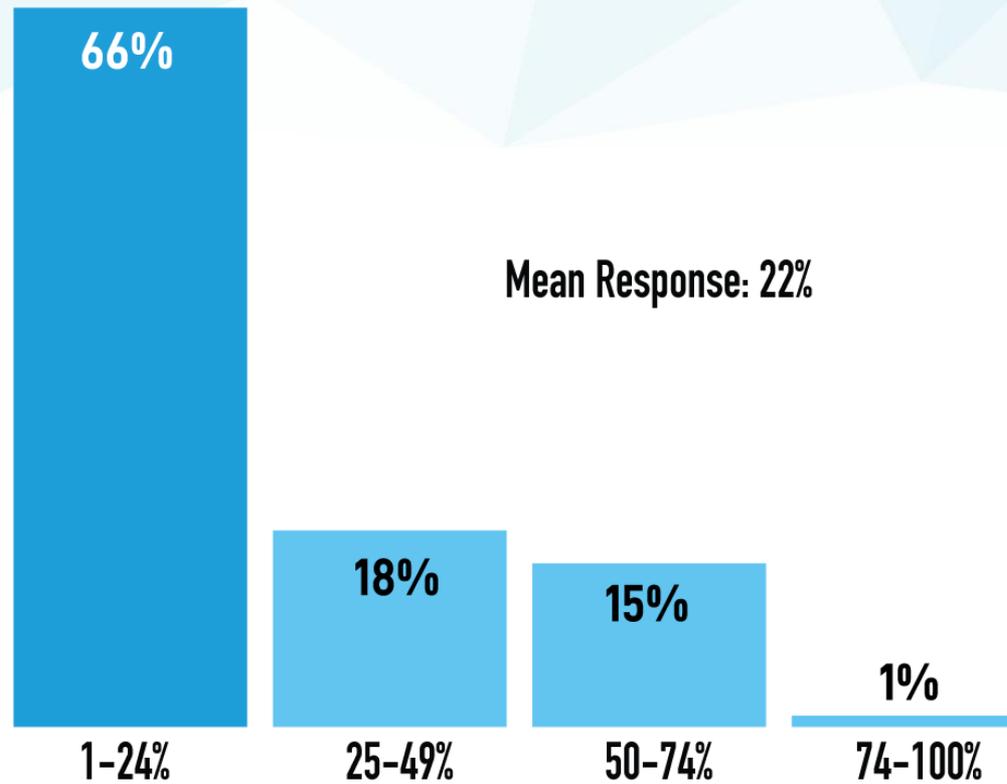


Nearly a quarter of MSPs have experienced multiple ransomware incidents in a single day



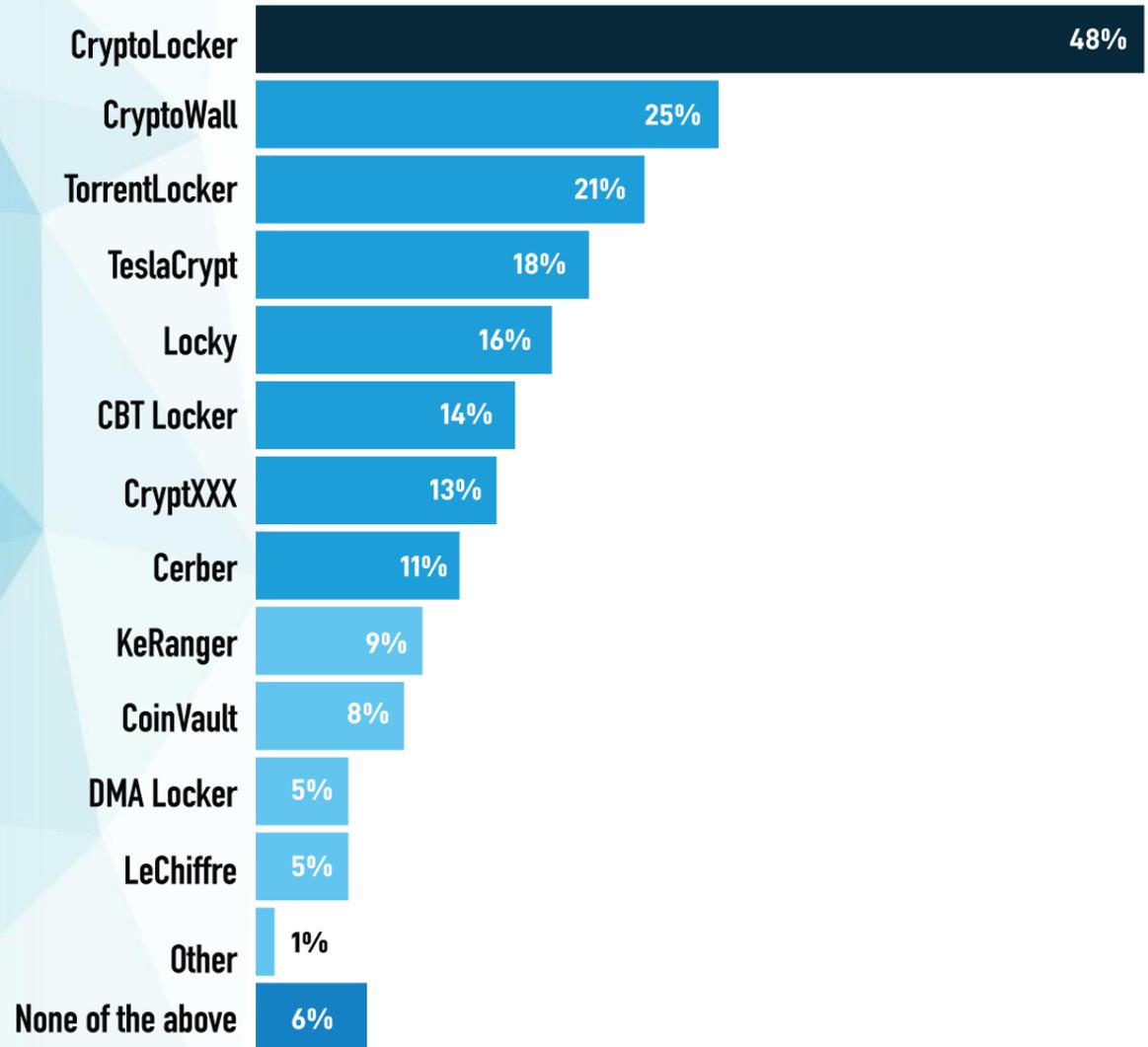
Nearly a quarter of MSP's client base have experienced a ransomware attack

What percentage of your client base has experienced a ransomware attack?



CryptoLocker is leading strain of ransomware

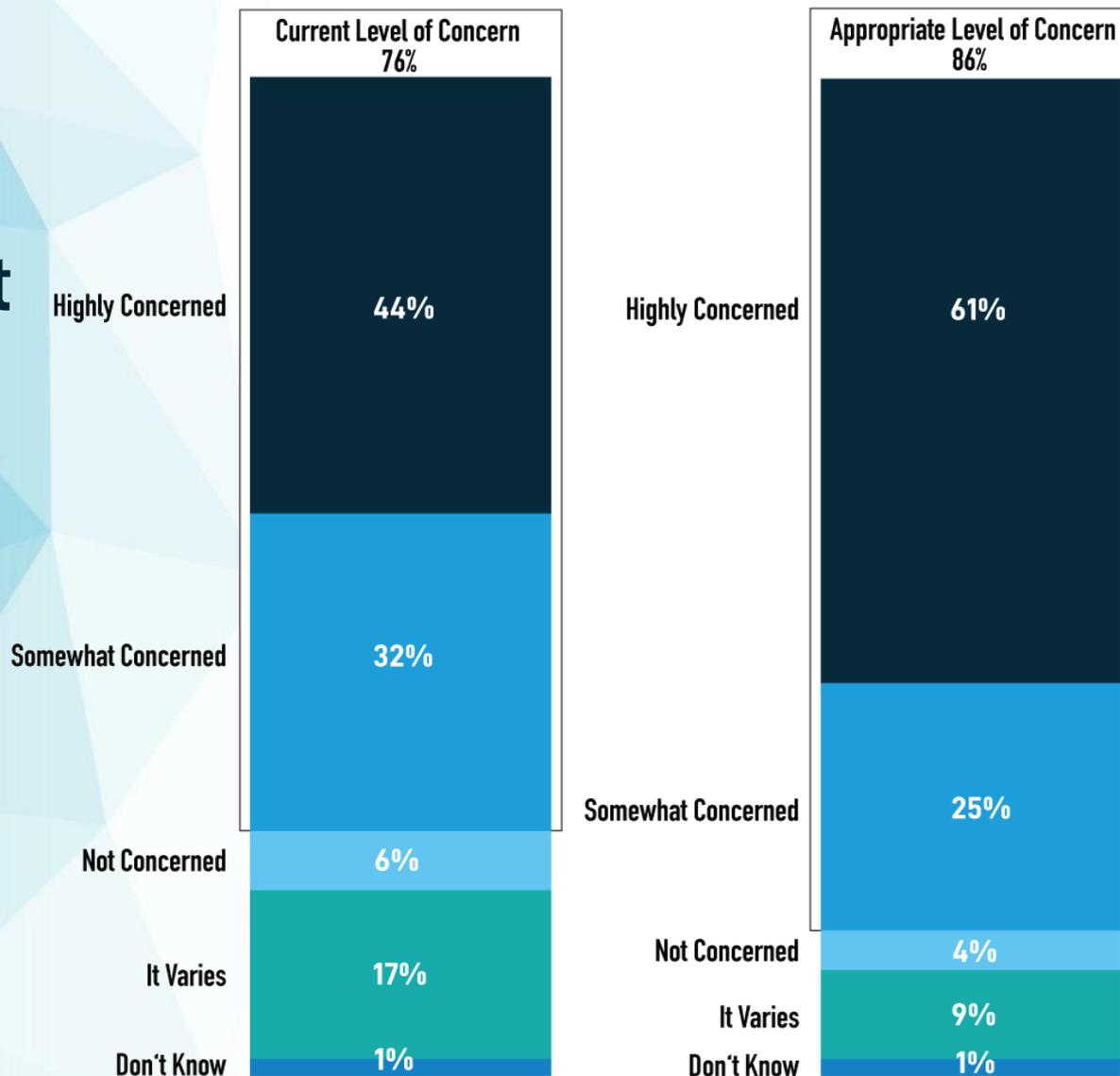
Have any of your customers been victim to one or more of the following strains of ransomware?



MSPs feel their customers should be more concerned about the threat of ransomware

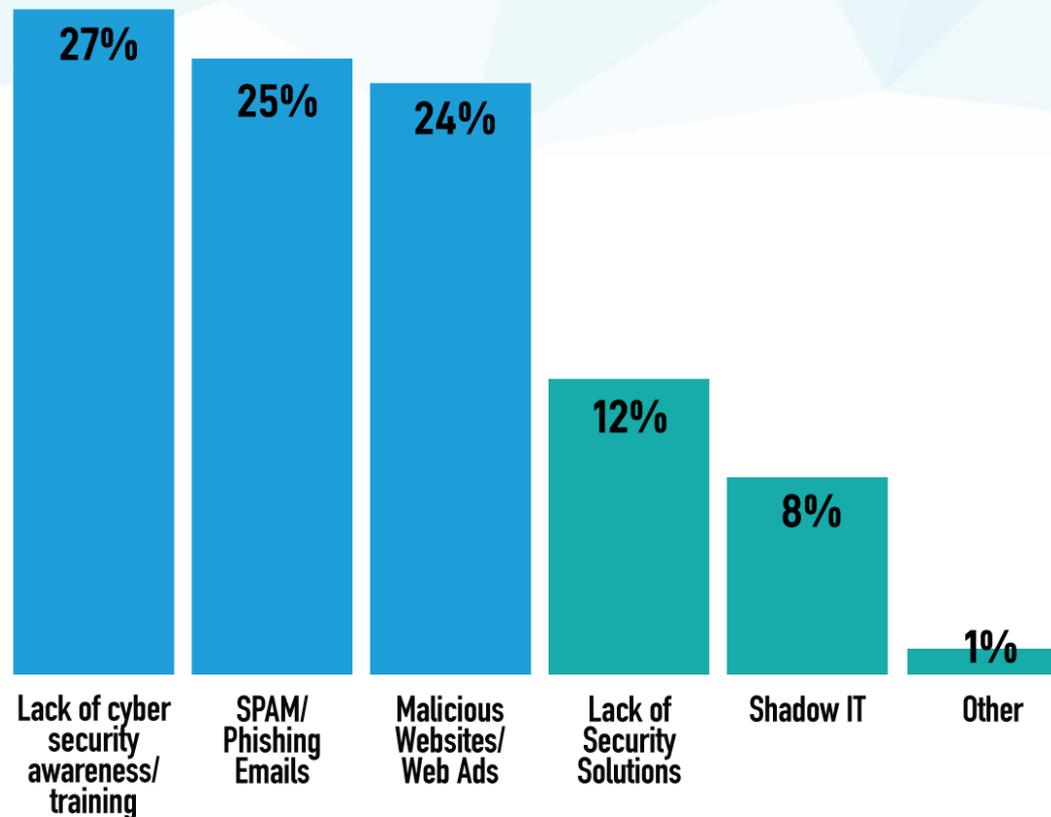
In general, how concerned are your customers about ransomware?

How concerned should your customers be about the threat of ransomware?



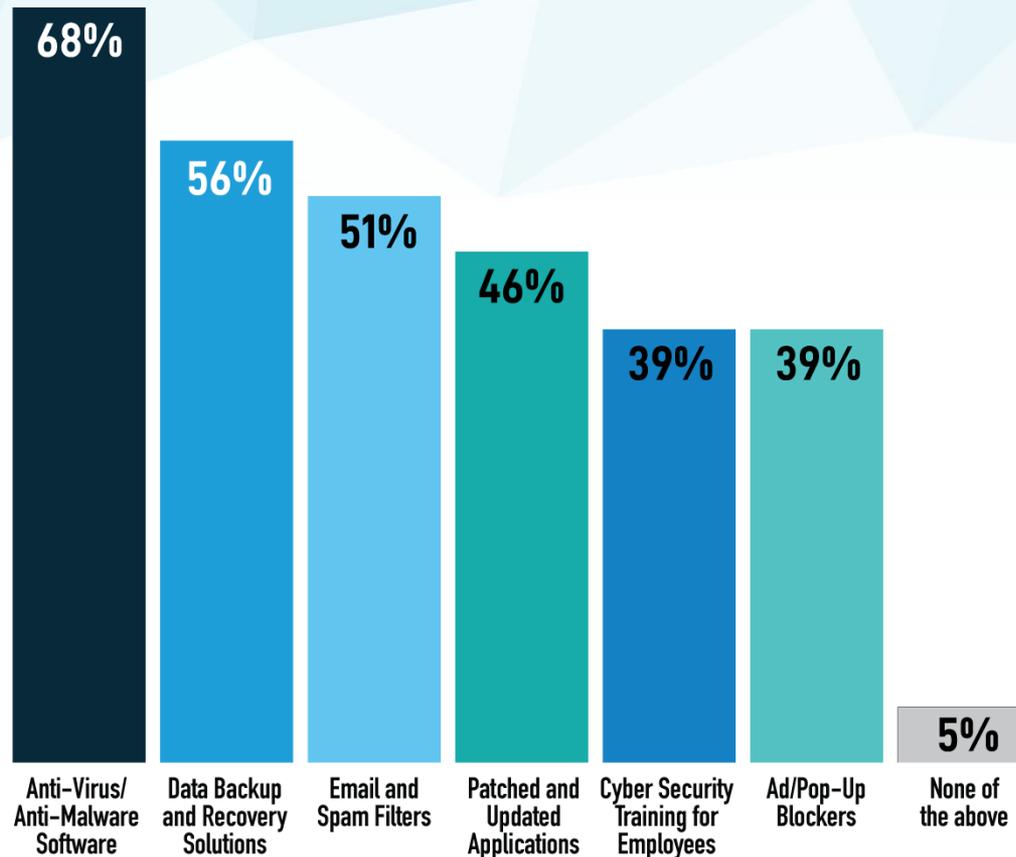
Lack of end-user training & phishing emails are key drivers for ransomware attacks

From your experience and knowledge of ransomware, what would you say is the leading source of a ransomware infection?



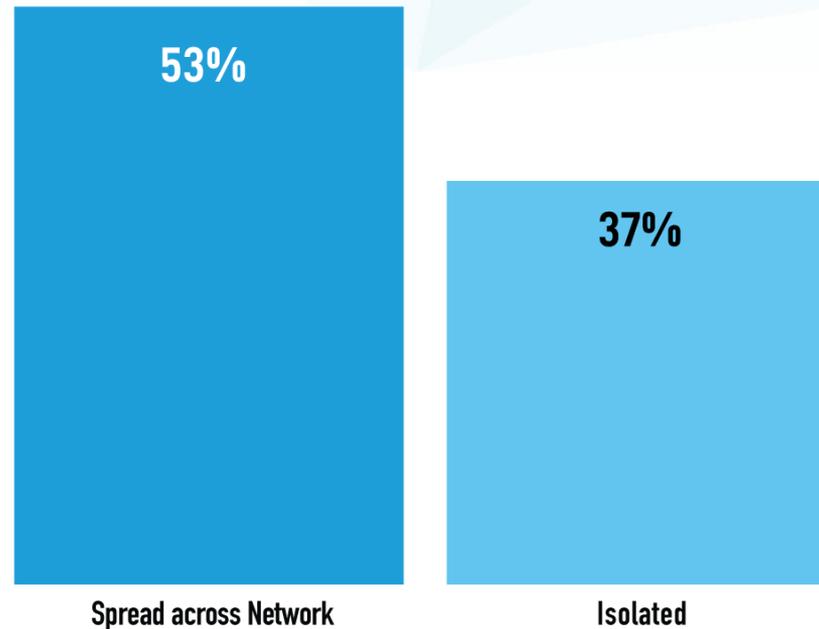
Defensive Security measures are not bulletproof against ransomware attacks

For those customers who fell victim to ransomware, had they implemented any of the following?



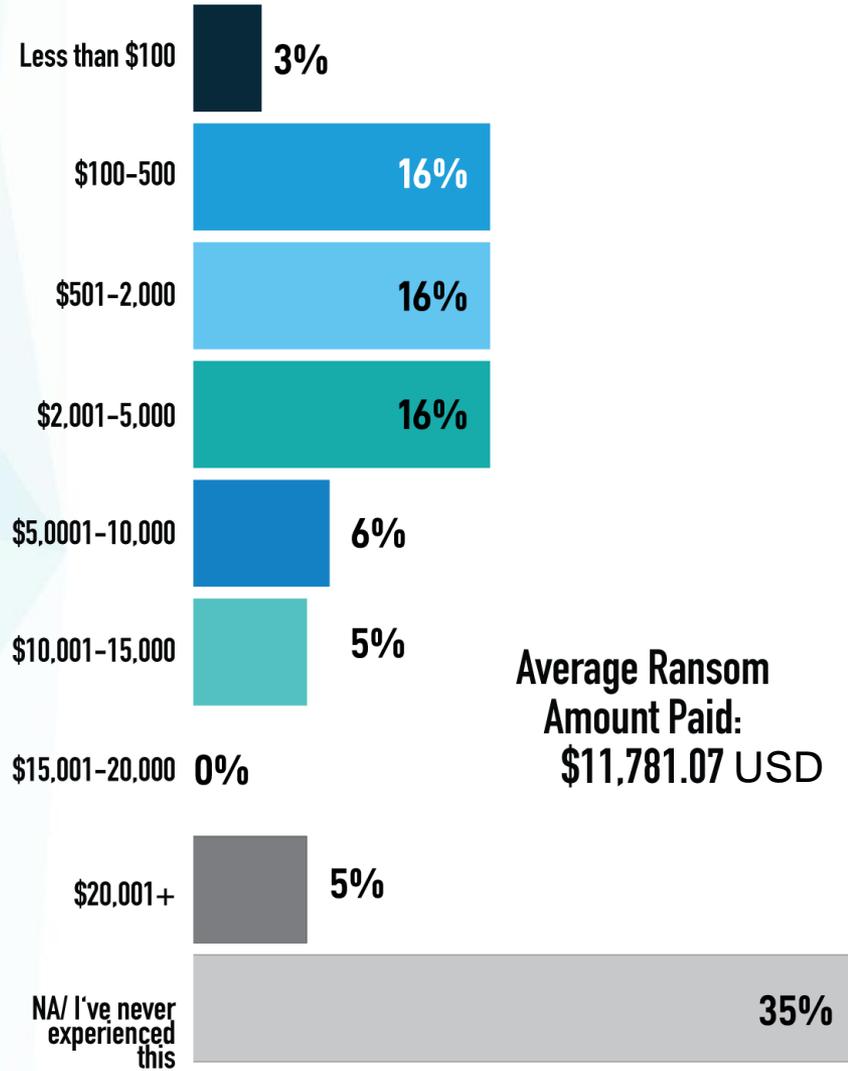
Ransomware tends to be spread across network

In your experience, is ransomware typically isolated to a single system or has it spread?



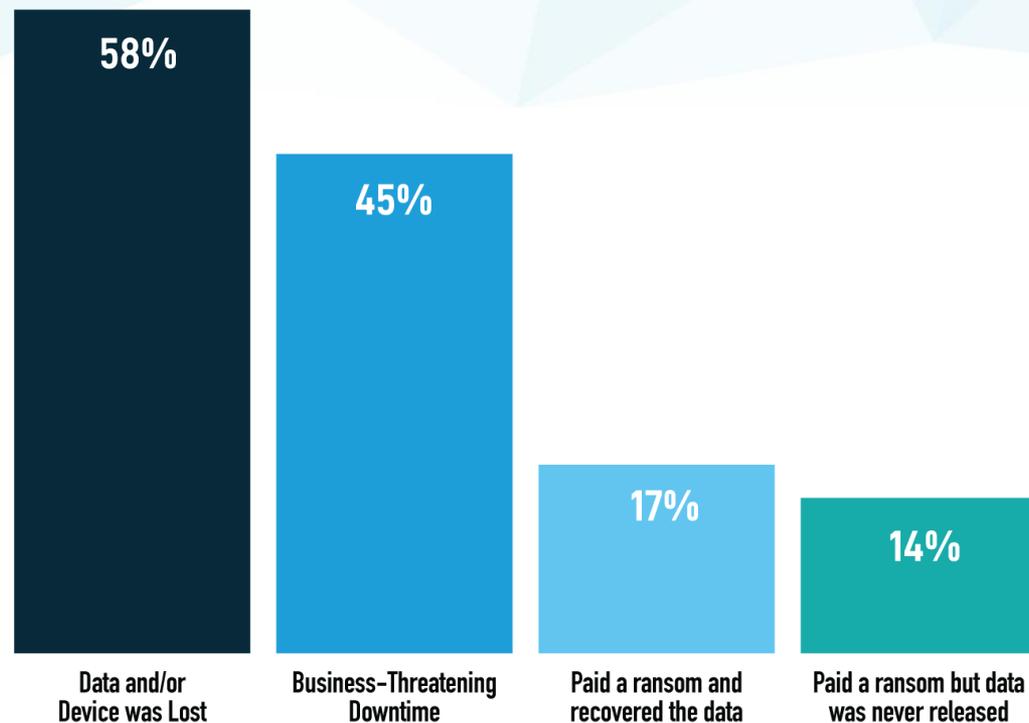
Ransom for recovered data can be costly, but not back breaking

If a ransom was requested, how much (on average)?



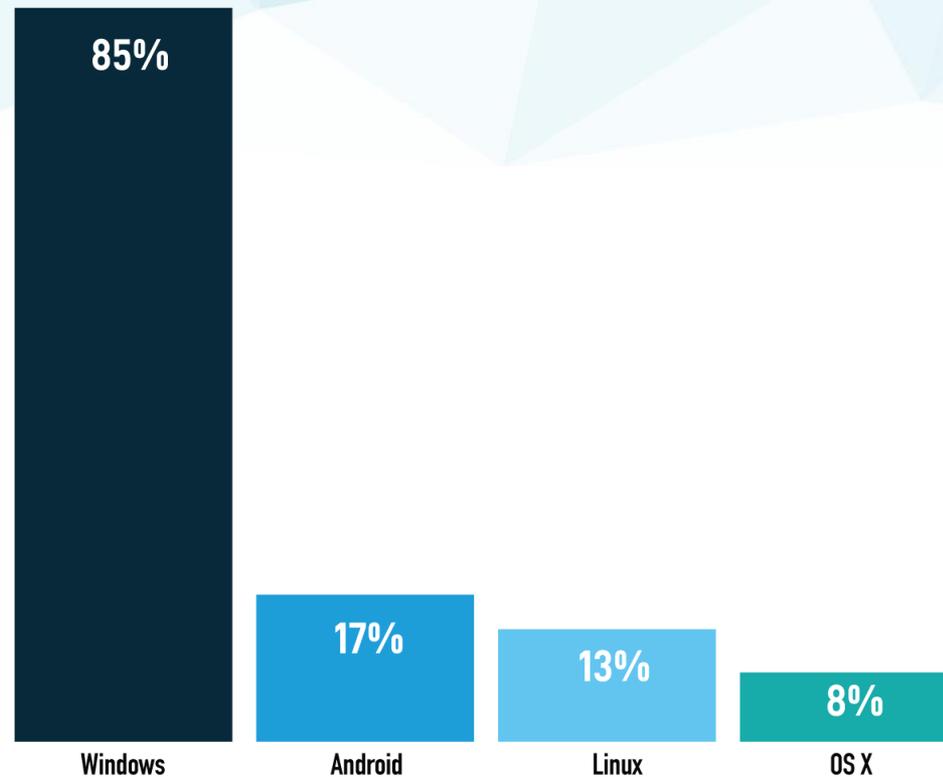
Data loss and downtime are biggest losses associated with ransomware attacks

Which of the following, if any, have you experienced while assisting a customer with ransomware?



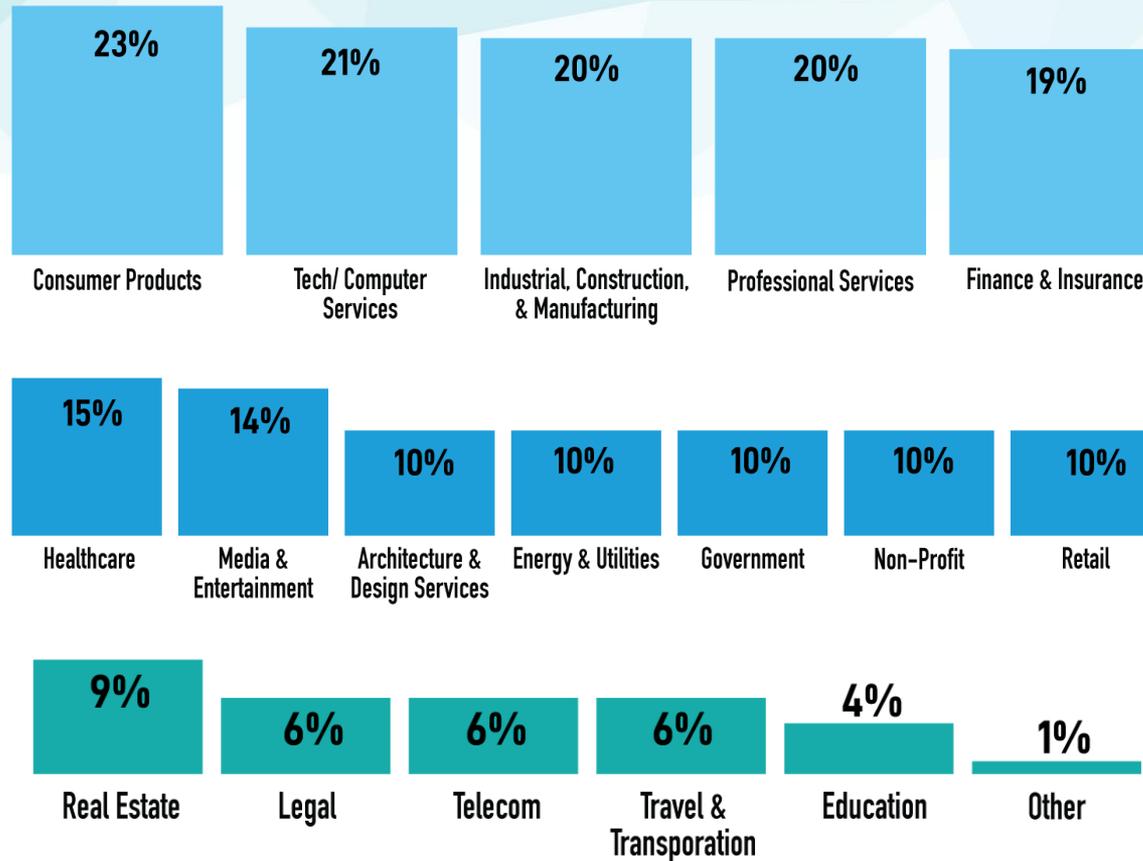
Windows is highly targeted by ransomware

What operating systems, if any, have you seen infected by ransomware?



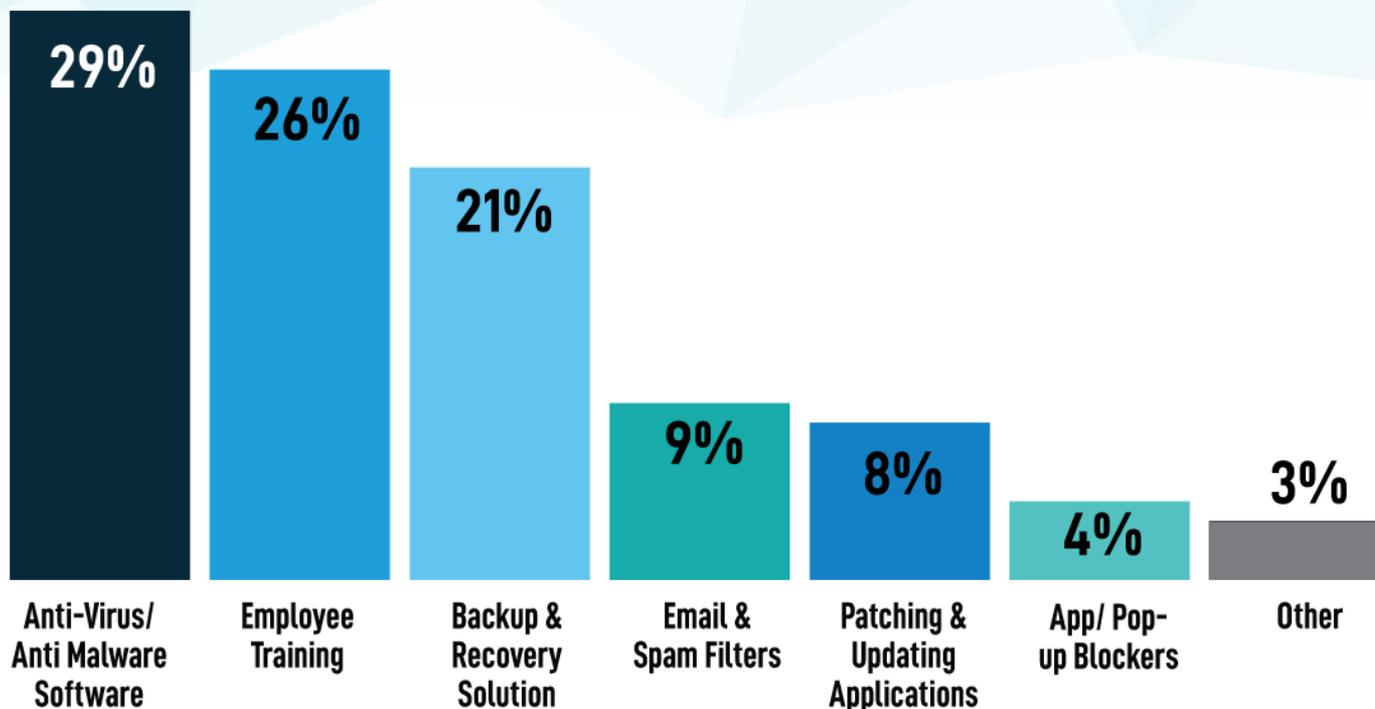
Ransomware targets a wide variety of industries

Of the customers who have experienced ransomware attacks, what industries were they within?



Software and employee training are key elements to fight against ransomware attacks

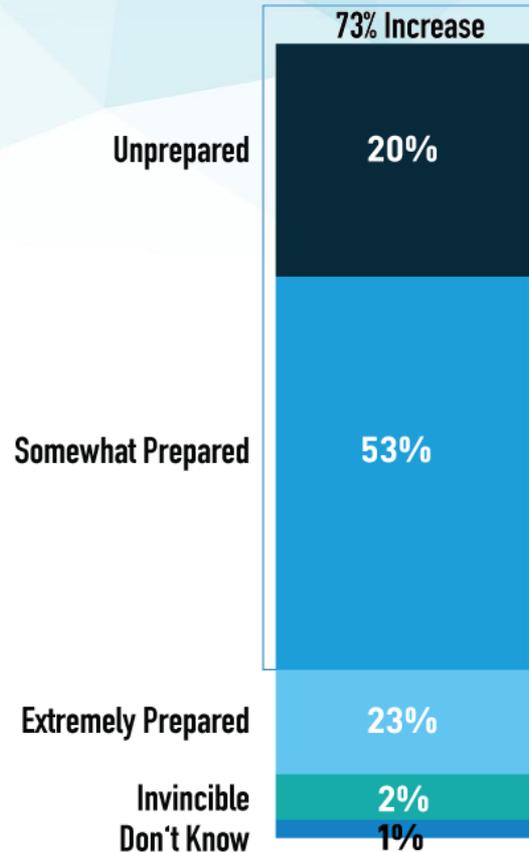
Which of the following would you say is most effective in terms of business protection from ransomware?



Backup solutions are vital to MSPs' confidence in data recovery

How prepared do you feel responding to a ransomware attack for a customer without a backup solution in place?

What percentage of your client base has a backup solution in place to recover data in case a ransomware attack occurs?



On average, MSPs Report that 66% of their client base has a backup solution in place to recover data in case a ransomware attack occurs

