



SUCCESS STORY

MSP Recovers 85K Files from a Ransomware Attack

datto



“RESTORE TIME IS CRITICAL. CLIENTS WANT THINGS DONE VERY QUICKLY. THE BAR HAS BEEN RAISED. IF THIS CUSTOMER HADN'T GONE WITH A DATTO, THEY PROBABLY WOULDN'T BE A CLIENT ANYMORE.”

Tim McCoy
MTM President
MTM Computer Consulting



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. Datto is headquartered in Norwalk, Connecticut, and has offices in Rochester, Boston, Toronto, London, Singapore, and Sydney. Learn more at www.datto.com.

California-based managed service provider (MSP), [MTM Computer Consulting](#), has been providing a variety of backup and disaster recovery (BDR) services to local businesses for the past nine years. From tape backup to hybrid clouds, MTM President, Tim McCoy, has seen it all. Recently, he's begun to see more threats to business data. A prime offender being ransomware.

For one of his clients, a property management firm, it all started with a suspicious email. The email was so well-crafted, it bypassed the firm's email security, DNS blocking service, and anti-virus software. The user that received the email, downloaded the attached zip file and the virus started encrypting files on the local and shared resources. The damage was done. "More hackers are going out and buying anti-virus software and figuring out ways to bypass them. The only way to be safe is with a backup," explained McCoy.

Among the shared resources infected was a folder containing 85,000 files used by the firm's Construction division. The user that clicked the file was unaware the encryption was happening and shut his laptop down shortly after he downloaded the file. He never saw the ransom message, internal IT was not alerted, and he went home for the day.

Another colleague who was trying to access a shared file emailed McCoy saying he was having trouble opening it. McCoy knew immediately that this was a ransomware attack. He remotely looked up the [Datto SIRIS](#) device the firm was backing up their data on, and sure enough, he was correct.

The data from the most recent backup prior to the attack was immediately available. With Datto's [Instant Virtualization](#) technology, McCoy was able to virtualize the entire server locally on the Datto device. When the virtualization was complete, he was then able to begin restoring the server with the recovered data on the SIRIS. Ransomware was successfully defeated, and the firm experienced zero downtime.

"Restore time is critical. Clients want things done very quickly. The bar has been raised. If this customer hadn't gone with a Datto, they probably wouldn't be a client anymore," said McCoy.

About a week later, the user downloaded another malicious zip file. Fortunately, McCoy knew the drill and followed the same steps for another win.

Today, McCoy is working on tightening up the company's cybersecurity policy around zip files, but should this happen again, he can rest easy knowing there's a Datto doing its job.

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