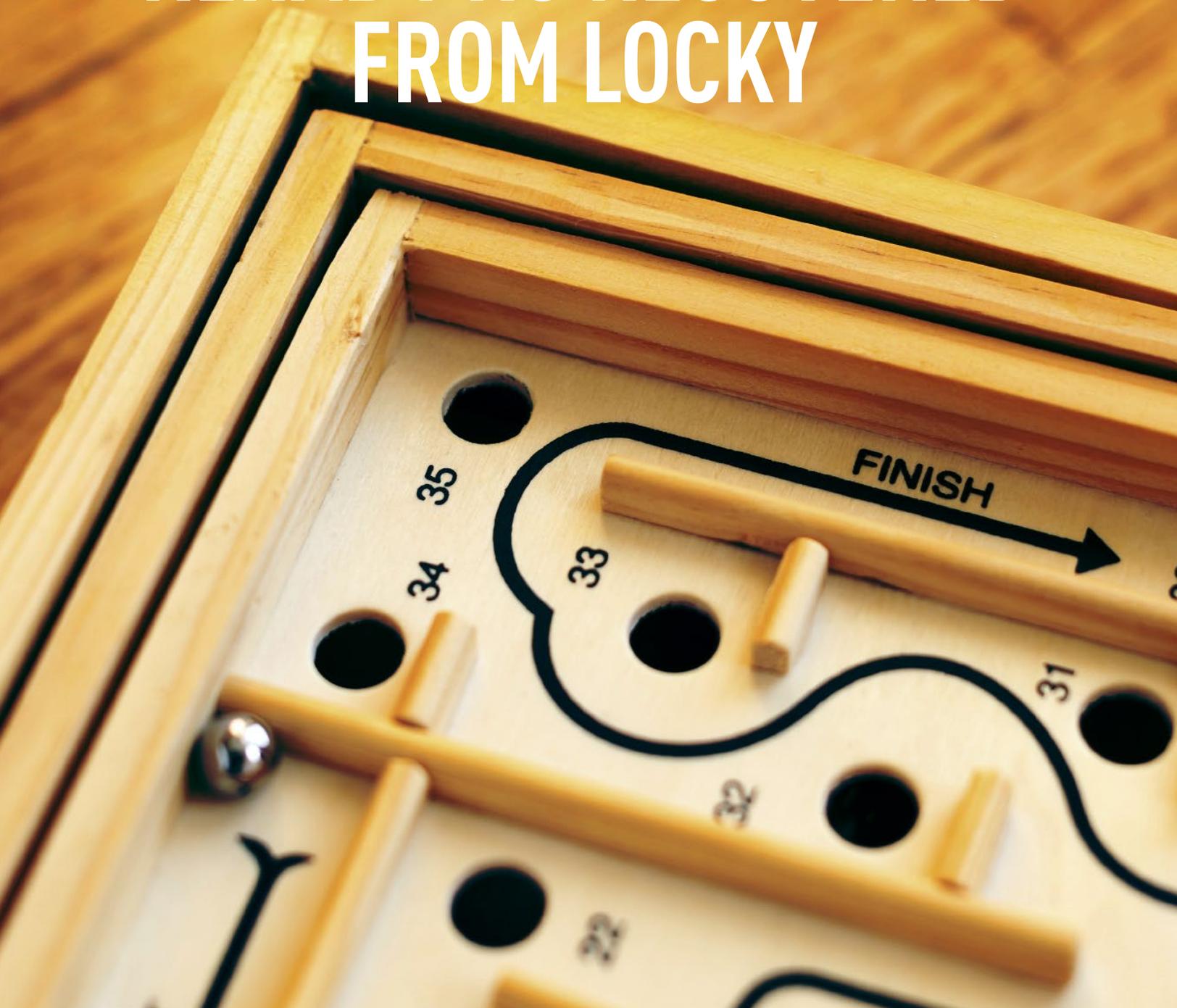


RANSOMWARE REHABILITATION: HOW REHAB PRO RECOVERED FROM LOCKY





We've dealt with ransomware before, and it was much more complicated. With Datto, we restored the data in a matter of minutes and they were up and running.

David Tidwell
Help Desk Supervisor
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What would you do if you arrived at work and 30 GB of critical business data was corrupted by ransomware?

Rehab Pro LP, a provider of rehabilitation services, was recently in this exact situation. They were infected with Locky, a form of ransomware that is typically spread through spam email disguised as an invoice. Rainey Riley, Billing and IT Manager at Rehab, came across the infection and quickly called on their managed services provider (MSP), Rigidnet LLC, to save the day. Luckily, David Tidwell, Help Desk Supervisor at Rigidnet, acted quickly and helped the company avoid a major data disaster. "I restored the previous night's backup and had them up and running within a few minutes," said Tidwell. After that, Tidwell determined which drives were infected and backed up the data to a point before the Locky encryption. According to Tidwell, the process couldn't have gone any more smoothly.

This was the Texas-based MSP's first time dealing with ransomware with a Datto device in their corner and the simplicity blew them away, said Tidwell. "We've dealt with ransomware before, and it was much more complicated. With Datto, we restored the data in a matter of minutes and they were up and running," he said.

According to Tidwell and Rainey, if Rehab had still been relying on their old business continuity and disaster recovery solution, the company likely would have been down for days, working around-the-clock to get everything back in working order. "If we didn't have Datto and Rigidnet, we never would have recovered so quickly. I honestly don't know what we would have done. If the virus spread to other files, such as payroll, it would have been a nightmare," said Riley.

Ransomware can take control of your files and render entire servers useless. However, if you have an experienced MSP backed by an outstanding business continuity and disaster recovery vendor, a vicious ransomware attack may be nothing more than a few minutes of inconvenience.

About Datto

Datto is an innovative provider of comprehensive backup, recovery, and business continuity solutions used by thousands of managed service providers worldwide. Datto's 200+ PB purpose-built cloud and family of software and hardware devices provide Total Data Protection everywhere business data lives. Whether business data is on-prem in a physical or virtual server, in the cloud, or in SaaS applications, only Datto offers end-to-end recoverability and single-vendor accountability. Learn more at www.datto.com.



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