Evading Ransomware During Tax Season with Datto

datto

CMG Computing Services has been serving small businesses in North Bay, Ontario since 1984. As a full service managed service provider (MSP), CMG operates as the remote IT department for their clients from an array of verticals including, healthcare, manufacturing, finance, and automotive. While their clients may be very diverse, each face a common threat when it comes to data security: ransomware.

Recently, CMG's largest customer, an accounting firm, had a run in with ransomware during the worst possible time: tax season. Prior to the attack, CMG had moved the firm over from tape backup to the Datto SIRIS, a total data protection platform designed to deliver fast, automated backups and quick recovery times. Chris Guertin, owner of CMG, described a seamless transition over to the SIRIS and was able to back up all eight servers.

As it turned out, Guertin had done so in the knick of time. When an employee clicked a link on a social media platform, suspicious activity began to occur, as users were being locked out of files. The ransomware virus did not trigger the firewall in place and the virus began encrypting all shared files on the accounting firm's servers.

Guertin was onsite within thirty minutes of the call. He quickly located the workstation that was the source of the attack and shut it down. Using the SIRIS, he then began to restore data locally to the file server that was attacked via the infected workstation. Through Datto's Advanced Storage technology, the SIRIS automatically takes hourly snapshots of the data, which meant that Guertin was able to bring the systems back to the state they were in forty minutes prior to the attacks. Had the firm still been relying on tape backup, Guertin estimates his client would have lost half a day's work (through data loss) because the most recent backup would have taken place a day prior.

In total, it took about eight hours to restore all of data due to the sheer volume that had been infected, and none of their most recent work had been lost thanks to the frequent backups. In the end, the customer was pleased with the seamless restore and the lack of data loss.

With Datto, CMG continues to keep client data safe from threats like ransomware and bring systems back fast should there be an attack. Recently, Datto rolled out ransomware protection, a built-in feature across the entire Datto product line, to detect attacks in real-time and keep downtime windows minimal.

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DURING TAX SEASON, IT IS CRUCIAL TO KEEP DOWNTIME WINDOWS SHORT FOR AN ACCOUNTING FIRM. IN ORDER TO ENSURE THIS, I NEED A SNAPSHOT-BASED TECHNOLOGY AND THE ABILITY TO SCHEDULE GRANULAR, SHORT SNAPSHOTS. TAKING DOZENS OF SCREENSHOTS A DAY RATHER THAN ONE, ESPECIALLY DURING TAX SEASON, IS HUGE FOR ACCOUNTING FIRMS

Chris Guertin
Owner of CMG

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.

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