Cloudfirst Provides Data Protection & Privacy To Telecom Analytics Company Post-Ransomware Attack

CloudFirst

cloudfirst.host

This customer is a leading provider of analytics solutions to major wireless providers across the country.

Challenges Of Ransomware Recovery

Just before Memorial Day weekend, a prominent data analytics provider fell victim to a ransomware attack, leaving their IT infrastructure compromised. Refusing to entertain the idea of paying the ransom, they urgently sought assistance from a reliable service provider. The customer was facing uncertainty about the fate of their data and the timeline for recovery, and they were in dire need of a trusted partner to expedite their restoration process and ensure business continuity.

How CloudFirst Delivered

▲ **Sense of Urgency:** The customer tried to contact five other providers who wouldn't engage for a week, but CloudFirst understood and set up a meeting right away. Throughout the holiday weekend, the CloudFirst Team collaborated closely with the customer.

▲ **Speed of Delivery:** CloudFirst took action and stood up a bridge environment less than 8 hours after initial discussions.

▲ **Flexibility:** Understanding the challenges posed by the customer's former provider, our team remained adaptable in the shifting landscape and accommodated their unique circumstances with diligence.

▲ **Experienced Team:** Leveraging CloudFirst's extensive expertise in VMware solutions encompassing production, DRaaS, and security, we provided precisely the support and guidance the customer required.

Impact Of Incident Response Services

In just a matter of days, the customer resumed critical services to key clients. CloudFirst expedited the deployment of a robust High Availability VM private cloud environment, complete with two Oracle DB clusters, comprehensive offsite backups, and endpoint protection, all accomplished within an impressive 13 days - delivering one day ahead of schedule.

▲ To bolster the customer's cloud security posture management, CloudFirst implemented enhanced security measures, including endpoint security and immutable backups, fortifying their defenses against potential future incidents.

▲ This rapid deployment helped them preserve the value of their brand and client relationships for continued success.

Solutions

▲ Production
▲ Immutable Backups
▲ Cloud Security Services
▲ DRaaS

Contact us today: cloudfirst.host/contact-us
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