



CASE STUDY

Quick Ransomware Recovery & Cloud Security Strategy



cloudfirst.host

CloudFirst supports a telecom analytics provider with resilient data protection post-ransomware attack for freedom at last.

Customer Overview

This customer is a leading provider of telecom analytics solutions for roaming, core network, security, risk management, domestic and international connectivity testing as well as customer intelligence. More than 1,000 customers rely on its Active Intelligence platform, which provides advanced analytics solutions, allowing customers to connect deep network and operational intelligence with realtime actions.



Challenges Of Ransomware Recovery

- ▲ The customer's previous cloud provider was attacked by ransomware just before Memorial Day weekend.
- ▲ They needed a partner to get them back up and running as soon as possible.
- ▲ The customer was in search of a new and more secure data protection solution.



How We Delivered

- ▲ CloudFirst's flexibility, speed of engagement, and delivery set us apart from the competition.
- ▲ The customer contacted five other providers who wouldn't engage for a week, but CloudFirst understood the urgency and set up a meeting right away.
- ▲ The CloudFirst team worked hand-in-hand with the customer over the holiday weekend to get them back online, leading the way to a more secure operation.

Impact Of Cloud Security Services

- ▲ CloudFirst delivered a VM private cloud environment including full off-site backups and endpoint protection within 13 days, one full day ahead of schedule.
- ▲ The customer was able to resume services to key customers within days.
- ▲ The customer added endpoint security and immutable backups for the same overall cost they were paying their previous provider.
- ▲ The customer preserved their brand reputation and client relationships for continued success.

Solution

- ▲ Cloud Managed Services
- ▲ Disaster Recovery as a Service
- ▲ CloudFirst Enterprise Security
- ▲ VMware Private Pod

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