Oxygen resuscitates healthcare institutions victimized by malicious ransomware attacks

CLIENT PROFILE		
	INDUSTRY: IT managed services	
	COMPANY: Oxygen Technical Services, Ltd.	
	EMPLOYEES: 20	

BUSINESS

Oxygen is a managed IT services company that delivers cloud, mobility, security, and data and systems management solutions to SMB clients across Manitoba and Saskatoon.

CHALLENGE

The IT services company needed a comprehensive, unified data protection solution that both reliably recovered data and fit within their clients' tighter budgetary constraints.

SOLUTION

Arcserve delivers the unparalleled ease of use and enterprise-grade capabilities that Oxygen requires, including market-leading deduplication and compression to ensure affordable backup for organizations with limited resources.

BENEFIT

Powered by Arcserve, Oxygen's ransomware remediation strategy enabled the full restoration of a medical clinic's data following a malicious attack.

BUSINESS

Proven IT support and ransomware remediation solutions

Winnipeg-based Oxygen Technical Services, Ltd. delivers managed IT services—including proven ransomware prevention and remediation strategies—to 200 active small and midsize clients. Using a results-driven IT formula that spans the spectrum, from end user education and reliable backup to maintenance and upkeep of devices and networks, their comprehensive approach addresses each client's unique cloud, mobility, security, and data and systems management needs.

Oxygen's overarching goal: To deliver the unique combination of computer hardware, software, and professionally managed services that drive business value from each customer's technology investment.

Today, Oxygen not only protects 150TB of client data replicated to their own data center, but they also manage data replicated to client sites and backed-up to removable storage, as well.

CHALLENGE

Ensuring reliable, always-on access to data

Ransomware attacks are expected to double in 2017; attacks that can devastate a business—large or small. From data loss and downtime to lost revenue and damage to brand reputation, the consequences can be severe. Worse, for those businesses who do choose to pay the ransom, their data and applications are only restored half of the time.

It was imperative that Oxygen's clients were adequately protected from data loss, ransomware included. And, to do so, they needed to address inadequacies in their existing infrastructure.

For starters, Oxygen lacked a consistent platform, which presented challenges for their administrators. They also didn't have a product that could reliably recover critical business data and applications.

To complicate matters further, Oxygen faced resistance from their clients where ransomware prevention and remediation investments were concerned.

Glen Buhler, CEO of Oxygen notes, "People are aware of ransomware, but I don't think they always have a full understanding of what it actually means to be ransomed. I've seen a lot of hesitance to spend the money necessary to protect themselves."

SOLUTION

Fast, flexible data protection across dissimilar platforms

Oxygen needed a data protection and availability solution that would deliver platform consistency and reliable recovery—with a price point that was within reach of businesses of all sizes. They chose Arcserve Unified Data Protection (UDP).

"We evaluated a number of products, and Arcserve UDP was the one that really stood out. It was easy to use and the most comprehensive solution we looked at. We also liked the ability to recover to dissimilar hardware, and being able to go from a physical platform to a virtual platform, and back," says Buhler.

With Arcserve UDP, Oxygen also found a solution that would reliably deliver data protection despite the tighter budgetary constraints some of their clients often face.

"Arcserve is taking what could be easily used in an enterprise organization and putting it in the hands of small and medium-sized businesses. Globally, we're getting about 82% storage reduction efficiency with deduplication across the board. It's quite staggering how much data we can protect versus what's actually on disk, really," states Jeremy Simcoe, Director of Technical Operations.

A long-time proponent of Arcserve solutions, Oxygen has used Arcserve software for six years now, and has been a native Arcserve reseller since 2012. Today, Oxygen employs Arcserve UDP.

BENEFIT

Effective data recovery protects clients from ransomware

Despite their best efforts to educate end users and secure endpoints, Oxygen has still faced down ransomware attackers on behalf of their clients. And, they've come up the winner.

The Oxygen philosophy?

"We lead with backups as our answer to ransomware. We don't want to participate in enabling ransom collection," comments Simcoe.

That strategy has been tested—and proven effective. Oxygen routinely mitigates ransomware attacks with redundant backups of client data onsite, offsite, offline, and to the cloud.

Recently, a mid-sized medical clinic demonstrated just how valuable that strategy was when they became the unwitting victims of a ransomware attack—and a nasty one at that.

Phished by an email, the attacker tampered with an admin account and installed a cryptowall variant. To complicate things further, applications and the exposed local backup copy were deleted—as was Arcserve UDP. Still, the attacker was denied his payday. The reason: The clinic routinely performed redundant backups using Arcserve UDP—including replication of their data to Oxygen's data center the prior evening.

When the early morning alarm was raised, Oxygen sprang into action. An initial assessment determined limited throughput of the clinic's internet connection, so they opted for a physical approach; recovering copies from their data center to removable storage, followed by on-site recovery of the clinic's data on disk.

Oxygen then performed a full Bare Metal Restore (BMR) of the clinic's virtual servers and brought them back online in their hypervisor. Finally, they re-populated the clinic's local backup stores and restored their virtual machines.

In the end, Oxygen had the clinic up-and-running in 36 hours and back to steady state in 48. More importantly, the medical clinic was able to resume business operations without any data loss.

In the end, Oxygen counted three ransomware attacks, three successful remediations, and three very happy clients.

> " I think Arcserve is the most valued solution we've had. We lean on it. We rely on it.
>
> – **Jeremy Simcoe,** Director of Technical Operations

For more information on Arcserve, **please visit arcserve.com**