

Surviving a Ransomware Attack with Minimum Data Loss

Wholesale Distribution Success Story | Gerson Company



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Solution Highlights

Industry | Wholesale Distribution

Protected Platforms:

- Virtualized Windows Servers
- Wyse Citrix Workstations
- Citrix Virtual Desktops

Solution

- Unitrends Recovery 714S

Benefits

- Ransomware Protection
- Protection against accidental deletes
- Full disaster recovery capabilities



Aside from the obviously superior server backups, Unitrends Technical Support has been outstanding.

Vance Watkins
Manager Computer Systems
Gerson Company



Customer Profile

Gerson Company is a wholesale importer for retailers and has been in business for over 70 years. They are based in Olathe, Kansas with about 120 employees and logistic offices in Hong Kong and Shanghai. They showcase their product lines annually in over 10 markets across the country including three permanent showrooms – Olathe, Las Vegas and Atlanta. The Olathe distribution center has about 500,000 square feet of warehouse, showroom, and office space. Their Hong Kong and China offices ensure quality levels are met for product sourcing, quality control, and logistic needs.

The Challenge

Vance Watkins, Manager of Computer Systems, watches over the servers running with several different operating systems including Windows and Citrix for virtual workstations and desktops. Using tape for backups, Watkins started looking for a new solutions that could support larger capacities and faster performance, particularly for replacing lost files. “We had user challenges trying to get the hardware and software to do things they were not designed to do.” said Watkins. Watkins selected a Unitrends Recovery 714S hardware appliance “primarily for performance and reliability reasons.” Watkins reports that “we were mostly dealing with the - Oops I just deleted a critical file,” types of backup issues until the Gerson Company was hit with a ransomware attack.

The Solution

“The ransomware attack was a Bit-locker hack where a banner pops up and tells you to pay up or lose everything forever. At first we thought it was a few corrupt files on the network that people were reporting. That quickly escalated, when we realized that too many files were suddenly being identified as unopenable. Then came laptop user complaints that there were Windows open that would not close or go away. When we went to investigate that is when we found the answer to what was going on with the Network Files. This all took place over a period of about half a day.” reports Watkins. Fortunately, with Unitrends Recovery fast backup times Gerson is able to make frequent backups to ensure a short Recovery Point Objective (RPO). Going to recent backup they were able to recover most of their files - “just over 500GB of files in all that had been encrypted and were inaccessible.” says Watkins.

The Results

Gerson Company is now much better protected against ransomware attacks then when they depended on tape backups. They have also come to trust Unitrends Service. “Aside from the obviously superior server backups, Unitrends Technical Support has been outstanding. They are both very knowledgeable and passionate about providing the best customer support, in giving you both the confidence in finding a resolution to your particular issue and that the solution we purchased is the best one for us.” says Watkins.



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