EGNYTE

NA-based Construction and Design Firm Recovers Quickly From Ransomware Attack

In a matter of days, the firm went from a ransomware attack that brought all engineering and construction operations to a standstill, to being back up and running on a secure cloud platform that their users love.

The Challenge

It Started Over the Weekend

It was a crisis.

A ransomware attack over the weekend had brought the Engineering, Design, Construction, and Smart Manufacturing firm to a standstill. In order to contain the breach they shut down everything including all on-premises and mobile access to their file server. And without access to their project files they couldn't access critical information such as updated drawings and change orders; they couldn't respond to requests; they couldn't engage with their subcontractors; they had no ability to deliver on their projects.

AT A GLANCE

7 TB
amount of data moved to the cloud

4 days
time it took Egnyte to get the company back up and running

It was a crisis.

Remembering an earlier conversation they had with Egnyte, the firm reached out to get help, even though they had just signed a 3-year contract with Nasuni. Nasuni had said they have ransomware protection but in reality their capabilities were convoluted and hard for the IT department to understand. So, the ask to Egnyte was—move 7 TB of project files over to the cloud, get us free from the ransomware, and get us up and running.

The Solution

A Fast Recovery

That was a Tuesday. On Thursday the contract was signed for 150 seats and Egnyte's Professional Services Team went to work. While the team was working over the weekend, the firm realized they needed 300 more seats. So, on Monday morning Egnyte deployed 450 seats and a full cut over of all 7 TB of data. And the firm was back on the job.

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The Realization of What a Partnership Could Be

That is not the end of the story. Initially the firm saw Egnyte as a band aid. Just a file server in the cloud (they even turned off link sharing) and once the crisis was over they would go back to Nasuni.

But something happened along the way. The firm realized they loved Egnyte.

GOALS:

- Eliminate all the ransomware infected files
- Move and restore over 7 TB of project files to the cloud
- Have deadline-driven projects up and running in days

BENEFITS:

- Egnyte was deployed across the firm by the Professional Services team and 7 TB of clean, ransomware-free project data was cut over getting them up and running
- Egnyte employed additional training, including additional coffee chats, demos, and office hours to make sure the users had a smooth transition

From the IT side, they had never deployed enterprise software that fast and they didn't have any help tickets. From the business side, the fact that they no longer had to use VPN, that the solution was so intuitive, and that they could access their files from anywhere via the mobile app was a huge selling point.

All of the capabilities may have been what got Egnyte in the door, but the support is what convinced the firm to make it their permanent solution. When they came to the Account Executive with a problem it immediate became his problem. He and the team worked through the weekend, and they set up additional coffee chats, demos, and office hours to make sure the users had a smooth transition. This wasn't a sale; this was a partnership.

Results

A More Secure Future

Now, the firm is almost fully deployed with 750 seats and Egnyte covering not just the project files but business files such as HR and Finance. In addition, it is governing and securing their SharePoint Instance and file services. Egnyte has replaced Nasuni as their content solution.

The crisis was over.

Since deploying the platform there have been no additional incidents. And with Egnyte's data governance solution if they are ever hit by ransomware again the solution will detect it and be able to proactively mitigate any damage.

In a matter of days, the firm went from a ransomware attack that brought all engineering and construction operations to a standstill, to being back up and running on a secure cloud platform that their users love.

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Egnyte fuels business growth in a content-critical age by enabling content-rich business processes and providing organizations with visibility and control over their content assets. Egnyte's cloud-native content services platform leverages the industry's leading content intelligence engine to deliver a simple, secure, and vendor-neutral foundation for managing enterprise content across business applications and storage repositories. As a result, more than 17,000 companies trust Egnyte to enhance employee productivity, automate data management, and reduce file-sharing costs and complexity. Investors include Google Ventures, Kleiner Perkins, Caufield & Byers, and Goldman Sachs.