Ransomware virus CryptoLocker attacks a specialist cleaning company who switch on Sophos UTM within seven days.

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IT MANAGER
Specialist cleaning solutions company based in Scotland
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CHRIS FAULKNER
Technical Director
Quadsys

Business Challenge

In October 2013 the IT Manager at a specialist cleaning solutions company based in Scotland, discovered a potentially devastating attack by a new strain of virus – CryptoLocker.

CryptoLocker is Trojan horse malware that surfaced in the autumn of 2013. It is a ransomware virus that targets computers running Microsoft Windows. A CryptoLocker attack usually makes an appearance disguised as an email attachment.

In October 2013 a number of staff at the company in Scotland opened the email attachment and unleashed the virus which began to encrypt the network files.

The malware then displayed a message offering to decrypt the files subject to a payment of $300 being received (either by Bitcoin or a pre-paid voucher).

Although the cleaning company had antivirus protection from McAfee the virus was not detected.

Technology solution

The IT Manager at the cleaning company called upon Oxfordshire-based Sophos partner Quadsys, who immediately recommended Sophos UTM. A member of the Quadsys team was able to share their screen with the Scottish company and ran a Sophos UTM demo to show how the product worked, and how it would have blocked the CryptoLocker attack.

“CryptoLocker was threatening to take over the entire network,” says Chris Faulkner, Technical Director at Quadsys. “My colleague Jon ran the Sophos demo as soon as we got the call and proved that Sophos UTM would have automatically prevented this virulent and potentially costly attack.”
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A customer success story

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The IT team at the cleaning company managed to contain the virus relatively quickly by identifying the staff members who had opened the executable file and removing their network cables to prevent further spread. Thankfully, the team also had offsite replication software VEEAM so they could easily access and restore the information that had been encrypted.

“It took two people a few hours to block this virus and restore the files, and this happened three times,” says the IT Manager at the cleaning company. “And if we didn’t have sufficient and regular back up the consequences are not worth thinking about.”

The cleaning company initially looked to another provider for improved antivirus protection yet when they turned to Quadsys for advice, they discovered that Sophos UTM was the best choice. Within just one week Sophos UTM had been demoed, trialled, installed and was fully functioning at the organisation.

Chris Faulkner from Quadsys believes that no other company has a product as effective as Sophos UTM, saying, “we find that Sophos has the best gateway solution of all the vendors on the market today.” He continues: “it’s a great piece of kit and we like the way customers can upgrade and add modules by simply ticking a box - and they save vast amounts of money at the same time.”

Business results

The IT Manager at the cleaning company is pleased with the results, saying “the product gives us the peace of mind that we won’t be caught out again. Sophos does what I need it to do. We have seen the product blocking files straight away so it’s brilliant. We are over the moon.”

The company is also very satisfied with the service they received from Quadsys, saying their relationship is ‘very good’ and that they were ‘very responsive’ at a time when other companies failed to respond adequately, during the tight and critical timescales of a virus attack.

“The knowledge that the Quadsys team has is excellent,” says the IT Manager, “and we are very grateful to both Sophos and Quadsys.”

In the future the IT team at the cleaning company intend to expand their usage of Sophos UTM — to include web protection for scanning web pages and tracking internet usage.

About Partner

Quadsys are a leading supplier of security software, antivirus products, hardware, infrastructure and associated services. They focus on the provisioning of tailored business solutions and are widely recognised as a key ICT partner for a comprehensive range of IT security and infrastructure solutions.

Quadsys position themselves as a strategic ally for their clients who benefit from highly trained consultants to assist them through consultancy, design, installation and support processes.

www.quadsys.co.uk
A customer success story

To find out more about Sophos Solutions, call (0)8447 671131 or email sales@sophos.com