Remote Techs

Protecting against ransomware attacks with NeuShield Data Sentinel

Over the past few years, Ransomware has grown to become one of the most significant problems in cybersecurity, and traditional ransomware protection is often ineffective in stopping new or unknown attacks. Ransomware can be devastating to an individual or an organization. Anyone with important data stored on their computer or network is at risk, including government or law enforcement agencies and healthcare systems or other critical infrastructure entities. Recovery can be a difficult process and some victims pay to recover their files. However, there is no guarantee that individuals will recover their files if they pay the ransom.

About Remote Techs

Founded in 2006, Remote Techs, Inc. is a technology solutions company that provides IT Managed Services and expertise in Cyber-Security, Back-Up & Disaster Recovery, Network Infrastructure and Computer Services. The company covers the Western United States, from California to Colorado and Washington State, and has also a few international customers.

Remote Techs has a broad customer base, with clients in construction, transportation, manufacturing, finance, and real estate. Their clients are typically small and medium businesses and have generally 10-100 computers with mission-critical applications that they rely heavily on to run their business.

Business is going very well. Over the past few years, Remote Techs has experienced significant growth, about 30% on average, and has in excess of 1,500 endpoints under management currently.

When we spoke with Darin Harris, COO of Remote Techs early 2019, one of the company's main concerns was cyber threats. Several of their customers had recently been impacted by ransomware attacks. Harris searched for a solution and came across NeuShield and its NeuShield Data Sentinel product: "We found NeuShield after a pretty aggressive ransomware event against us and against our customers. We started looking for new tools and found NeuShield Data Sentinel".

After a demo and thorough evaluation of NeuShield Data Sentinel, Harris knew this was a solution that could help his customers be better protected against cyberattacks and increase their peace of mind.

The Threat of Ransomware and its consequences

Darin Harris has witnessed the ransomware threat firsthand with some of his customers: “Without hesitation, ransomware is the largest problem facing business owners right now, from a technical standpoint. The ransomware tools are getting better and better, and they are improving faster than the remediation and prevention solutions. Their ability to use native functions inside Windows cause huge problems, mainly because those functions are needed by the people who administer the IT systems, and not much has been done to protect these functions from malicious actors. It’s a critical issue.”

Very often, business owners underestimate the impact of ransomware on their business. As Harris explained, “my customers see it as a different threat than I do, and I think it’s an education issue. The general business owners don’t understand what ransomware does and what the point of it is. There’s a strong disconnect in the way they value tools that will help either remediate that problem or prevent it.”

Sometimes, it’s not an easy conversation to have. Harris used a car analogy: “It’s like telling your customers that their transmission fell out of the bottom of their car because they forgot to put transmission fluid in it. And a $10 bottle of transmission fluid would have prevented a $5,000 repair.”

To put it simply, recovering from a ransomware attack can become very expensive very quickly. Remote Techs knows this all too well: “We had a few customers who didn’t have our recommended backups and lost huge volumes of critical data after ransomware attacks, and they had no recovery path. It has been a challenge for them in terms of moving forward after these events: they are 6 months behind, trying to recreate financials, entering bank statements, going back and trying to find past orders and emails. Several of them had to hire two or three new people just to go back and try reconstructing 6-8 months of work. It’s a very bad situation to be in” confirmed Harris.

Users in general are not aware of the cost and time required to try to recover corrupted or lost data. Harris explained: “When you start adding the lost time, the sales you have lost, the payrolls you have lost, the lost emails, the total bill quickly gets into the hundreds of thousands of dollars in a day or two.”

The Solution

In today’s unpredictable environment, filled with rapidly evolving threat actors, the only way customers can protect themselves thoroughly is by adopting a multi-layered defense approach. “We use multiple levels of protection, that’s a critical part of any security solution” Harris said. “Having a really well-established backup and disaster recovery plan is absolutely critical, and not just for ransomware. We run a BUDR (Back-Up & Disaster Recovery) application, we also run a very intelligent antivirus and antimalware system, and now we complement this with NeuShield. One of the greatest features we found in NeuShield is the fact that we can now put a very fast remediation tool on every machine, which doesn’t depend on any external system. If a ransomware attack occurs, we can undo the damages to the machine within minutes or unencrypt the files within minutes, without having to go to other solutions (backup, antivirus, etc.).”

“It’s a critical line of defense” Harris said about NeuShield. “If there is a cyberattack, or a user mistake, NeuShield allows us to fix things quickly and efficiently, rather than having to go back to our backup system and do a restore. It’s super simple: get on the impacted machine, quickly pick the data and files you want to recover, push button, done.”

Traditional ransomware protection can detect, and block known malware and viruses. However, even with constant updates, it’s often not effective in stopping new or unknown attacks. NeuShield Data Sentinel is different. It goes deep into the computer system to recover data—no matter how or why the data was changed. Even Fully Undetectable (FUD) or zero-day ransomware is no match for NeuShield Data Sentinel.

The NeuShield solution provides various types of protection:

File and Data Protection, which allows users to recover the original files with a single click, by leveraging NeuShield Mirror Shielding™ technology.

Disk and Boot Protection, which prevents ransomware and malicious programs, such as NotPetya, Bad Rabbit, and Shamoon, from taking over the boot process and stops wiper malware from erasing all data on the hard drive.

One-Click Restore, which makes it easy to undo the damage of a ransomware attack, allowing users to quickly regain access to the computer and files, where traditional security and storage methods fail.

Rollout

Remote Techs plans to roll-out NeuShield Data Sentinel to all their managed endpoints over time. They have already started the process with existing key customers and will offer the NeuShield solution to new customers as part of their advanced security offering.

“We are deploying it almost across the board to all key personnel: business owners, controllers, high-end salespeople, and so on. Those users have very sensitive data on their machines, that need to be protected. We use Kaseya to deploy and install the software: I select the users and the machines on which I want NeuShield to be installed, and I roll the package. It’s about the simplest install possible” stated Harris.

According to him, the solution has been well received by their customer base: “they love the peace of mind, they love the quick remediation option. It’s becoming part of a standard tiered defense. It has to be multiple products in place, with some focused-on remediation and fast recovery like NeuShield, and some others focused on threat prevention. It’s no longer possible to have a single product and hope that it does everything that you need it to do.”

Key Benefits for Remote Techs

After deploying NeuShield Data Sentinel to the endpoints, Remote Techs is able to provide its customers with a reliable solution to protect their critical data against any cyberattack. Some of the specific benefits include:

- **Ability to recover data very quickly on the protected machine, without any backup solution**

Remote Techs use NeuShield Data Sentinel as the first line of defense, allowing them to recover any type of data very quickly and locally, without the need to trigger a backup restore or another disaster recovery solution.

- **Peace of mind**

With NeuShield Data Sentinel, the users don't have to worry about the safety of their data. Their critical data is always protected.

- **File & Data protection, Disk & Boot protection, and One-Click restore**
- **Protection Anytime, Anywhere**

The protected machine doesn't need to be online or connected to a network for the data to be recovered. The data is always protected against any ransomware attack and can be recovered offline or online.

- **Installation integration with standard RMM software, such as Kaseya**
- **Ease of Use and Deployment**

NeuShield Data Sentinel has a wealth of features. So, what is Harris' favorite feature? "For us and for our customers, the main benefit is peace of mind. It's a great remediation tool for any sort of attack, or even just a user's bad decision. There are things that it can do very quickly, without complications, that other applications just can't."

Harris adds: "It's a tool that I think within the next year or 18 months, will be pretty much prevalent on every machine in our environment. That's our goal."

About NeuShield

NeuShield, Inc. provides Managed Service Providers (MSPs) and IT managers with the perfect solution to ensure all their PCs and servers are fully protected against ransomware and other threats that could impact their business. NeuShield's award-winning Mirror Shielding™ technology enables you to recover your data instantly, without relying on backup or rollback, from any kind of corruption, deletion, or encryption due to cyber threats. Your data will never be held hostage again. For more information on NeuShield, please visit http://www.neushield.com