VM Backup

KEY FACTS

RIJSDIJKICT

Company name:
Rijsdijk-ICT

Location:
Raamsdonkveer and
Hoogeveen, The Netherlands

Industry:
Managed Service Provider

Interviewee:
Cris Rijsdijk,
Director and Owner

www.rijsdijk-ict.nl

DUTCH IT SERVICES PROVIDER USES ALTARO VM BACKUP TO RECOVER 18 TB OF DATA AFTER RANSOMWARE ATTACK

Saves customer's livelihood thanks to robust virtual machine (VM) backup solution.

Cris Rijsdijk, director and owner of Dutch IT service provider Rijsdijk-ICT, knew something serious had happened when he saw a black screen on his customer's server with the text, 'You have been hacked, send an email and pass on the password'. Rijsdijk instantly realized that 18 terabytes of data, millions of files, had been compromised.

BACKUP: THE ANTIDOTE TO RANSOMWARE

His first thought: could the data be recovered? After speaking with Altaro, his backup vendor partner, and Altaro distributor, CloudLand, he was relieved to find a lifeline. Altaro's offsite backup capability would save the day.

"I have never experienced anything like this before. And although it ended well, I hope to never experience it again," he said.

Rijsdijk's customer had called in after he could not log into his server. At first, they suspected Internet connectivity issues, but it soon became apparent that the problem was more serious. The message on the server's screen said it all: the customer had fallen victim to CryptoLocker, a type of ransomware. Ransomware is malicious software that infects a computer system and displays messages demanding money in return for allowing the system to work again or data to be accessed.

THE PROBLEM: A COMPANY'S FUTURE GOING UP IN SMOKE DUE TO RANSOMWARE

Rijsdijk explains: *"The Hyper-V machine was affected. I just wanted to restore the backup and reinstall the server. To my surprise, everything on the server turned out to be deleted. The customer is very data-driven: it was 18 terabytes, millions of files. That was all gone. The customer has two local NAS systems for Altaro's backup, but I was unable to log in to those either. When I reset them, it turned out that the entire volumes had also been removed."*

For Rijsdijk's customer, it was a nightmare scenario.

"The customer saw his entire future going up in smoke. Paying the hackers was not an option for several reasons and he also didn't want to alarm his customers with this. The company was already having a hard time because of the COVID-19 pandemic. This could have been the fatal blow."

As a solution, Rijsdijk decided to completely rebuild the network. *"Just a restore was not enough, because the server was simply infected."*

THE SOLUTION: "ALTARO WAS OUR SAVIOUR"

"The question remained: could we recover the data? It turned out that Altaro was our saviour. The customer also used Altaro's offsite backup and after a test restore it turned out that all data was still fully present at the offsite location," Rijsdijk said.

Altaro recommends a 3-2-1+ backup strategy whereby customers not only have one or more backups on premises but also back up all data to an offsite cloud location. That way, even if the on-premises data is compromised, there is always another copy available.

"We then reinstalled all virtual servers and created new domains, users and passwords, among other things. We also purchased new hard drives. In total, due to the amount of data and structure, it took a few days, but in the end the customer did not lose a single byte – to the great relief of the customer and myself, of course."

A SOLUTION THAT GIVES SERVICE PROVIDERS PEACE OF MIND

He adds: *"CloudLand always assured me that in such a situation everything would be alright, thanks to Altaro, but when that turns out to be true, it is more than pleasant. This customer really lost everything and was saved by Altaro. And that is not one word too much. "*

Rijsdijk is very focused on backup and has done so for many years. In this case, he knew that only by insisting with customers to back up their data with a solution like Altaro's could they ever have peace of mind. This event clearly proved the concept.

TAKE BACKUP SERIOUSLY!

Founded in 1997, and based out of offices in Raamsdonkveer and Hoogeveen, Rijsdijk-ICT provides services to national and international customers in small and medium enterprises with up to 200 employees. Rijsdijk insists his customers take backup seriously.

"If customers don't take their backup seriously, we will go so far as to say goodbye. Customers make us responsible for their data, so it needs be organized properly," he affirmed.

That vision and reliance on a 3-2-1 backup strategy turned out to be invaluable.

ABOUT ALTARO

Altaro develops award-winning backup solutions for managed service providers (MSPs), IT resellers and companies. With 50,000+ customers in 121+ countries, 10,000 partners and 2,000+ MSPs, Altaro provides affordable enterprise-class functionality coupled with outstanding 24/7 support. Altaro is a one-stop-shop for backup and recovery, providing solutions for Hyper-V and VMware virtual environments; Microsoft Office 365 mailboxes, OneDrive and SharePoint; roaming and on-premise endpoints such as desktops and laptops; and physical Windows servers. Altaro also offers a monthly subscription program for MSPs, through which MSPs can manage all their different types of backups from one central multi-tenant console, across all their customers.

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T (UK): +44 (0) 203 397 6280 | **T (US):** +1 (919) 251 6279
E: info@altaro.com | **www.altaro.com**

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