THE HACKER & THE HERO

How one manufacturing firm overcame a cyberattack thanks to Avatara's DoD Platform.

THE BREACH

What's worse than waking up on Monday morning to find out your company was hit with a ransomware that has virtually shut down your business? How about calling your IT provider for help, only to find out the breach came downstream from them, so they're helpless as well. That's exactly what happened to one manufacturing company before they became an Avatara customer.

"I was one of the people saying, 'our systems are so good, this could never happen'...and then it happened,"
said the company's owner.

Fortunately—and perhaps fatefully—she had previously been in conversations with Avatara in regard to a DoD compliance solution. She knew that Avatara's DoD Platform would meet all of her company's IT needs and was seriously considering transitioning, but the need wasn't urgent —until it was.

Panicked, unable to operate, and unsure who to turn to, she decided to take a chance and ask Avatara for help.

THE RESCUE MISSION

After receiving the SOS call the morning of the attack, the Avatara team got to work without hesitation. We immediately contacted the company's insurance, forensic, and legal remediation teams and formulated a plan. By Tuesday, our Director of System Architecture was on-site to make sure issues were isolated and back-ups existed and completed a site survey.

Within 48 hours of the attack, virtual desktops and email were up and running so they could get back to business.

By the end of the week, thin clients were delivered and set up, backups were expedited at Avatara HQ, and JobBoss was upgraded and operational. Within just two weeks of the attacks, their network, printers, laser cutters, and Solidworks were completely migrated over to Avatara's DoD Platform.

"Avatara showed up like superman in a cape," said the owner.

"I had no idea how we were going to make it through the incident. They helped us 24/7 until our systems were restored. And we had only been a customer for a couple days; to me, that's really good business."

THE HAPPY ENDING

Once the company recovered, they began experiencing other benefits of Avatara's DoD Platform outside of 24/7 support, security, and compliance.

"It's also very convenient that our team can access their workstations securely from any device with Avatara's DoD Platform," said the owner.

"With new work processes that have moved offsite, our team can interact with our network seamlessly and efficiently from anywhere."

This is not only a story of Avatara's ability to save organizations from potentially devastating cyber-attacks, but also a testament to the kind of support we provide. If you've ever dealt with a complete IT system overhaul, you know how impressive this recovery timeline is. Almost unheard of in the industry, but standard for our customers.

Business Risk

Security Risk