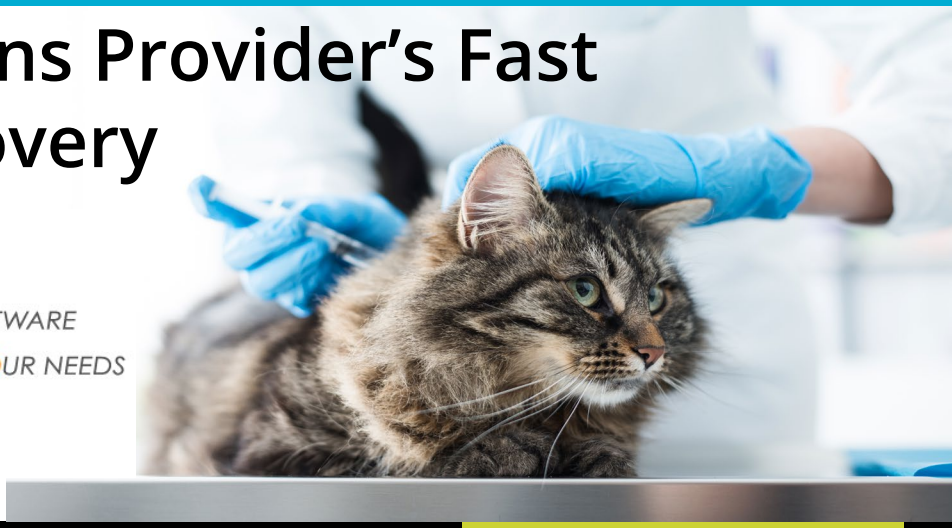
Veterinary Solutions Provider's Fast Ransomware Recovery



2i NOVA — INNOVATIVE SOFTWARE IN STEP WITH YOUR NEEDS

www.2i Nova.com

Success Story

NovaBACKUP Business Essentials Knocks Out Ransomware with a One-Two Punch

Challenges

- Restore the files now being encrpted by ransomware virus
- Recapture data locked in ransomware that had not been part of recent backups

Why Business Essentials?

- All-inclusive features and plugins in a single license at a single price
- The simplicity of a solution that gets the job donewithout unnecessary features or software bloat
- Speed: Easy granular restore and system image, and file backup tools

About 2i Nova

Serving over 1000 veterinary practices across the nation 2i Nova pride themselves on a personal approach to service their customers with affordable Practice Management Software to capture patient demographics, schedule appointments, perform billing tasks, and generate reports. Founded in 1988 the company has taken a holistic approach to providing cost effective solutions to medical practices who server man's best friend and more.

The Unexpected Attack

What seemed like a normal enough day in the Georgia office, quickly escalated into a critical situation when the 2i Nova technical staff was alerted that systems had been compromised by a ransomware virus. Several desktops and 3 physical servers running Microsoft windows applications had been identified as having data held-hostage through the encryption methods of a crypto-locker virus variant. Team members assessed the situation and the regularly scheduled backups using their NovaBACKUP solution, quickly became the topic of discussion.

THE CHALLENGE: Step One

The malicious malware prevents users from accessing their system had done just that to 2i Nova's internal IT department. With little time to spare the technical team began to working to restore files that were backed up to their NovaBACKUP Business Essentials solution. Business Essential is the lowest priced solution on the market that delivers speed, security and scalability which is exactly what 2i Nova needed to restore their data.

2i Nova's internal IT department had been prevented from accessing their system data due to a malicious malware attack.

Customer Quote

"We are valued base company, in terms of NovaStor we found the same thing and it (the Company) fit in how we view our business model."

[Scott Lehmann, General Manager]

Why NovaStor

- Restore the files now being encrypted by ransomware virus
- Recapture data locked in ransomware that had not been part of recent backups

At A Glance

- Based in Atlanta, Georgia and employes over 100 people.
- Current enviroment includes 10 workstations and 3 phyiscal servers.



With the clock ticking, and the potential for downtime growing, the technical team began the process of restoring files which had been backed up using the NovaBACKUP Business Essentials solution, and stored in an alternate location. NovaBACKUP Business Essentials had been chosen for it's speed, security and reliability – which is exactly what would be needed when the stakes are high.

THE CHALLENGE: Step Two

A new challenge arose as the IT team realized that some programmers had not backed up to the designated storage locations. This meant that the ransomware still had a grip on these files which were not easily restored through the existing backups. This left the 2i Nova team debating whether to chalk these files up as loss. Fortunately, with NovaCare Support, additional backup experts at NovaStor were available to offer advice and suggestions on how to proceed.

NovaCare support is provided as standard with all NovaBACKUP server products and in addition to personal telephone support also includes product software updates and upgrades. Following the review of 2i Nova's backup logs, and actual backup files NovaStor was able to go beyond simple recommendations, and actually conduct changes to the decryption of the crypto-locked backup files, resulting in the restoration of the missing data. The best part ; all this was complete in a matter of hours.

The Solution: NovaBACKUP Business Essentials with NovaCare Support

A carefully crafted backup schedule using NovaBACKUP Business Essentials was put into place to regularly capture critical company data, as well as the daily changes to files created by Microsoft applications. Through the use of multiple storage locations, redundancy is integrated into the process. Data retention jobs to purge the data sets of old backups help to reduce storage requirements. NovaCare Support ensured that experienced backup professionals were available to tackle the problem head-on.

NOVASTOR

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