Challis benefits from Redstor and can neutralise aftermath of Ransomware attack.

Challis Water Controls, specialise in the design, manufacture and distribution of a wide range of water saving products of which tens of thousands are currently in use by clients across the UK and Europe. They were introduced to Redstor Backup Pro by their IT support provider, Lilac Software Limited.

The challenge

Prior to Challis implementing Redstor over 10 years ago, Challis' previous IT Support Contractor had recommended backing up data to an external hard drive. This proved to be catastrophic when Challis suffered from a main fileserver failure, deleting large amounts of data.

The situation

To their surprise, Challis discovered that there had been no successful backup for over 6 months but since the hard drives offered no reporting capability, this was an unexpected shock. This unfortunate setback meant that data had to be painstakingly re-entered into their accounting system from paper records taking up valuable time and resource; the IT Contractor was fired and Challis signed up with Lilac Software Limited.

The solution

Lilac advised Challis to review their backup solution and Redstor Backup Pro was introduced as the best suited solution. The automated solution offered by Redstor, with the ease of upgrading was just some of the benefits they found very attractive. Redstor Backup Pro proved to be a reliable solution that ran smoothly on a day to day basis.

Results

Installation and configuration of the Redstor Backup client was completed in an hour and the first successful backup done within a couple of days.

> *We experienced no issues with the initial set up – it was all very straightforward. Redstor is very reassuring in that we received an automated email every morning confirming that the backup has completed successfully. When we have had to recover the odd file or two because a user has accidentally changed or deleted something, the recovery has been easy and reliable. It is also good that older versions of files are available,"* stated Simon Challis.

Ransomware is a threat to all types of businesses

Challis Water Controls were the victims of a targeted ransomware attack. The ransomware virus in question was called Hakuna Matata, childish perhaps but nevertheless a serious threat. The hackers used the admin password to access the RDP server and uninstall the antivirus software before infecting the machine. Fortunately, due to the way the network was configured, the remote desktop server was the only device infected. However. the encrypted data was of high importance to Challis Water Controls, resulting in them being unable to perform daily business operations.

Lilac Software was contacted immediately and by running the Redstor restore process, recovering the lost files that were stored on the users' desktops ensured Challis' environment was back up and running within hours of the attack. Fully rebuilding the remote desktop server took around a week but thankfully, no data was lost to the attack.

Challis followed the appropriate steps by not entertaining the idea of paying the ransom – approximately 3 bitcoins was demanded totalling to around £9000 today. Bitcoins are a desired form of payment for hacker's due to higher levels of anonymity.

"The recent ransomware attack on Challis shows how important it is to have a reliable backup solution in place. The service provided by Redstor has been excellent from start to finish and was instrumental in helping us get Challis up and running again so soon after the attack." – Michael Smith, Director of Lilac Software

About Redstor

For nearly 20 years, Redstor has been the data management and security company of choice for businesses and organisations looking for a trusted advisor to manage and secure their data. This experience, shaped by our community creates the world-class software underpinning Redstor's cloud data management and security platform.

Our customer-centric approach allows us to provide the best customer service and to develop our technology to suit our customers' needs. Our aim is to give customers control over their most valuable asset, their data, ensuring that it is always secure and always accessible, wherever, whenever. Redstor-powered services are currently available through hundreds of partners worldwide.

As an ISO 27001 and ISO 9001 certified organisation, Redstor combines technical excellence with proven processes to deliver innovative, flexible and secure cloud services that reduce risks and cost to end users. **www.redstor.com**

About Challis

Challis Water Controls specialise in the design, manufacture and distribution of a wide range of water saving products of which tens of thousands are currently in use by our clients across the UK & Europe. Our units consistently reduce water & energy bills year after year. Safety, Reliability, Sustainability and Value for Money are built into all our units. Our combination of innovative products and in depth technical expertise enables us to offer our clients bespoke products and solutions that are individually designed to suit their own applications and specifications with performance guaranteed.