

Backing up to the ALT Cloud keeps your business moving when an attack happens



Industry
Manufacturing

Saving your environment
from a cyber attack.



“Thankfully because of All Lines BAAS, as well as some remarkable engineers we were able to be fully restored and only lost one production day.”

*Cory Brown,
Director of IT*

United Plate Glass is a glass manufacturer creating glass and aluminum products for the Pittsburgh and Charlotte areas for over 40 years. UPG has prided itself on customer service and providing quality products. To keep this expectation UPG has worked with All Lines as their main technology partner to make sure their applications, hardware and data are efficient. As luck would have it, making the decision to backup their data using the ALT Cloud BaaS was extremely important on the day UPG was hit with a Cyber Ransom Attack over a holiday weekend.

The hacker decided to hit them on the Friday before Labor Day weekend. All Lines and UPG were at a disadvantage from the start. UPG was notified that their proxy servers were down, and most of the files on the server were renamed. They realized that this started to happen at 4:30 a.m. The hacker was able to RDP into the infected server and infect everything else on the network.



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"In the event that a disaster struck we had piece of mind in knowing that All Lines not only had our data but could also assist if the need ever arose."

Cory Brown
Director of IT

All Lines began troubleshooting the issue and found that all local backups were destroyed. Only 2 VM's that were protected by their Anti-Virus were still functional, all others were infected. The hacker had been sitting inside their environment since the day before and began infecting their servers, well before they noticed anything was wrong. All Lines was able to restore all the servers by pulling down systems from ALT Cloud BaaS. We still restored those from backups to ensure that we got to a pre-malware state.

For evidence preservation, the existing VMware data stores couldn't be used. All Lines created new data stores to restore. We were also able to wipe all the crypto locked PC's and restore them to a functional state.

"Without the assistance of All Lines and their BAAS I would be telling a much different story."

In the end using the ALT Cloud Backup as a Service, UPG was able to refuse payment to the attacker, restore all data and business applications with only two non-business days of downtime. Without BaaS UPG could have been down weeks or months and had their entire environment wiped clean.

About All Lines Technology

All Lines Technology (ALT) provides cost effective, industry standard IT solutions for our customers. We strive to be a Professional Business Partner and Trusted Advisor with each of our clients. We help companies streamline and improve the way they buy, implement, and manage their technology infrastructure that support their mission critical business applications. These scalable solutions deliver benefits to companies from start up to Fortune 500.