

Ransomware spurs move to modern solution

Industrial refrigeration provider gets comprehensive email security.



IT's worst nightmare

When Jamie Milliken walked into work early one recent morning, he assumed it would be like any other day as a systems analyst for the largest industrial refrigeration provider in Western Canada. An hour later, a coworker was sharing some alarming behavior on one company computer and several servers.

"I knew right away that it was a ransomware attack," Milliken says. "After a panicky moment, I took a deep breath. The corruption of data was extensive. We had to choose between paying \$150,000 ransom, or wiping our entire system and rebuilding from scratch using new images and backup files."

The exec team decided the ransom was too high, so Milliken and his team spent a sleepless weekend rebuilding the company's entire IT infrastructure. "It was a real slog, but we got through it," says Milliken. "Monday morning we were back up and running. I'm incredibly proud of my team for pulling that off."

Although Milliken and his team were using Microsoft Advanced Protection and FireEye for security, the ransomware penetrated those defenses. "After that weekend of stress and too much coffee, there was no doubt in my mind we'd have to step up to more effective and comprehensive email security."

Finding a better solution

Shortly after things returned to normal, Milliken attended a webinar about Barracuda Total Email Protection, and was interested enough to request a demo. "I was really impressed with Barracuda's multilayered approach," he says. "They combine

Profile

- Western Canada's largest commercial and industrial refrigeration and HVAC provider
- Founded in 1968 in Edmonton, Alberta
- Approx. 400 employees

Challenges

- Suffered a costly ransomware attack despite having security in place
- Needed to ensure business continuity by preventing future attacks

Solution

[Barracuda Total Email Protection](#) (combines Barracuda Essentials, Sentinel, PhishLine, and Forensics and Incident Response)

Results

- Achieved comprehensive, multilayered security against email-borne threats
- Over 100 hours saved and 72,000 malicious emails blocked per month
- Award-winning support and industry-leading ease of use reduce resource overhead

all the different functions needed to completely secure us against email threats. I also like the management interface. Even though it puts so many different capabilities at your fingertips, it's clear and very easy to use"

Total Email Protection combines Barracuda Essentials gateway protection, Barracuda Sentinel advanced anti-phishing technology, Barracuda PhishLine security awareness training, and Barracuda Forensics and Incident Response automated post-delivery remediation.

"We were still under contract with our old provider, but we decided we just couldn't afford to wait any longer. We canceled the contract and purchased Barracuda Total Email Protection right away."

Jamie Milliken
systems analyst
Gateway Mechanical

"One of my favorite things about this solution is the Message Log, where I can easily manage filters and create blocklists and allowed-lists," says Milliken. "And I really like how I can instantly pull a confirmed malicious email from inboxes it has already been delivered to. I'm sure that's saved us a lot of headaches by preventing someone from clicking a dangerous link."

After barely dodging another potentially damaging cyberattack, Milliken and his team decided to accelerate things. "We were still under contract with our old provider," he says, "but after that we decided we just couldn't afford to wait any longer. We canceled the contract and purchased Barracuda Total Email Protection right away."

The transition to Total Email Protection was quick and painless. "I went through everything, entered our NDS settings, and we were quickly rolled over," he says. "I've only had to make one support call, and I was very happy with the response. I have no complaints."

In retrospect, Milliken now regards that ransomware attack as a valuable wake-up call. Thanks to that one awful weekend, we're now ready for anything. We have Sentinel's advanced protection against phishing, we're training our users to spot bad emails with PhishLine, and we're ready to respond to threats faster thanks to Forensics and Incident Response. It all works together really well, it's easy to use, and it's all provided by a single, highly responsive vendor."

Milliken also found that it was easy to make the case for Total Email Protection to Gateway Mechanical's Board of Directors. "The quick analytics and metrics on the solution dashboard are very clear and highly accessible—even non-technical people can easily grasp what they're seeing."

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For more information about other Barracuda successes, please visit: blog.barracuda.com

Learn more about the Barracuda Total Email Protection

<https://www.barracuda.com/products/totalemailprotection>

