

Case Study

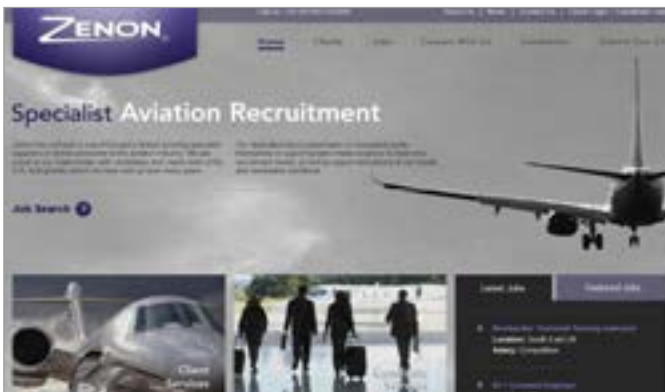


IT SECURITY

Zenon Recruitment

Client Profile

Zenon Recruitment is one of Europe's fastest growing specialist suppliers of skilled personnel to the aviation industry and provides support to clients and candidates worldwide. Zenon has been a client of Net Technical Solutions since 2006.



The Challenge

In Spring 2021, whilst all their staff were working remotely due to the pandemic, Zenon was faced with a sudden ransomware cyberattack. Although comprehensively set up and prepared with IT security features in place such as a firewall, up-to-date anti-virus, mail filtering and data back-up, the hackers still managed to penetrate their system. When they found that they were frozen out of their database and files, the challenge was getting the business back up and working, repairing any damage with minimal disruption and data loss.

Our Solution

Having been alerted to the attack on a Friday afternoon, our team responded immediately by isolating the cyberthreat to stop its further spread through the network. Once this was complete, we initiated a data restore using the client's backup provider (Acronis) which was set off on the Friday night. The data was restored over the weekend to minimise any disruption to staff working on the Monday morning.

By Monday morning we had an engineer on site and as a precaution the firewall was flattened and rebuilt from scratch, and all the PCs and laptops were scanned with Windows Defender. All active accounts had their passwords reset and any users with VPN access were also reviewed. At this point the client chose to add MFA for an additional layer of future security. Zenon commented:

“ Although well prepared, we just got caught out. Having been frozen out, Net Tech reinstalled everything as if there'd been no attack at all and with most staff remote working, this must have made it even harder to sort out. To date we have not seen any on-going evidence of the attack happening whatsoever. ”

The Outcome

We were able to restore all the files from the latest data backup, however without this in place the company could have been in serious trouble. As a result, there was no need for the client to even think about paying any ransom threatened. Since this cyberattack originated from a malicious email link, Zenon have now made sure that all their staff have been brought up to speed on cybersecurity and trained on how to look out for the signs, to help avoid such a cyberattack happening again.

“ We were so impressed with the way that Net Tech dealt with the attack. Although we may not be one of Net Tech's largest clients, with the speed of response and recognition given to the situation, we felt like the most important! The engineers did a fantastic job getting us back up and running so quickly and with minimal disruption, and the communication and reassurance we received was first class. ”

Our account manager managed our expectations the whole way through, so we knew exactly what was happening, and this was just as important to us as the engineers doing their work to get us back online. With the service we receive, we really feel like we have a solid partnership with Net Tech and not just a supplier/ customer relationship. ”

Andrew Middleton, Managing Director, Zenon Recruitment

Technologies and Services Employed

- **Acronis Backup**
- **SSL VPN**
- **Antivirus**
- **Firewall**
- **MFA and Secure Remote Login**
- **Active Directory**