The Situation

When a user at The Client accidentally clicked on a phony invoice email and triggered the outbreak of a virus, the organization quickly lost control of its entire computer network. The more The Client tried to rid the virus from its system, the more rapidly the virus returned – and caused further damage. In order to restore its company-wide network operation, The Client engaged with our team of IT security experts at Lume to get the job done.

The Challenge

Thanks to the pesky virus that overtook The Client's system, our team of engineers knew that the road to recovery would not come easily. To properly restore The Client's network, Lume needed to ensure that the environment was completely sanitized before reintroducing critical business systems and bringing the network back online. Although we understood the tedious and time-consuming nature of the assignment, we knew that The Client's continued business success was contingent on getting their network rapidly back to full health.

The Client

A large full-service real estate development firm, The Client is among the major industry players in the greater Buffalo/Niagara region. With vast experience in both commercial construction and residential properties, The Client hones in on historic renovation projects and mixed-use development undertakings to restore and improve the western New York area.

The Solution

Utilizing decades of IT security expertise, Lume worked for 48 consecutive hours to restore The Client's network.

❚ Our team methodically examined The Client's network, servers, and workstations to track and eventually isolate the virus.

❚ Upon successfully quarantining the virus, Lume eradicated it at its source and uprooted it from The Client's system.

❚ Once the virus had been expelled, our team verified that The Client's systems were clean and properly functioning before methodically bringing its network back online.

The Result

Prior to technical assistance from Lume's team of engineers, The Client was faced with a significant waiting period, along with a cost of hundreds of thousands of dollars, in order to fully restore its network. Yet for only a two-day period at a fraction of the presumed cost, Lume was able to return all functionality to The Client's network. In total, the virus wiped out 50 of The Client's machines and five of its servers, all of which were returned to full health upon completion of the assignment. Additionally, because Lume chooses to bill its customers at an actual effort-based cost rather than by the perceived magnitude of the project, The Client realized significant cost savings.

Upon Implementation

2 days
to reach system restore
Average downtime: 9.6 days

100%
data recovered

Are you looking for IT solutions? Contact us!
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