

HOW DIAL A NERD PROTECTED THIS FAMILY-RUN BUSINESS USING SONICWALL

PROTECTING SMALL BUSINESSES
AGAINST INCREASING CYBER-THREATS.

SAN MICHELL OVERVIEW

San Michell is a wholesale, global export nursery and is based in South Africa. San Michell started as a family business in the 80s selling vegetable seedlings to the local retail nursery market and has since then expanded its operations globally with their CEO based in Europe.

DIAL A NERD OVERVIEW

Dial a Nerd was established in 1998 as a Consumer-focused IT support company. In 2002 Dial a Nerd opened its Business Division. Today, the organization has evolved where most of its business is focused on supporting small to medium enterprises (SMEs).

Dial a Nerd offers basic services and most importantly Service Level Agreements (SLA's) which offer unlimited remote monitoring and telephonic support for a fixed monthly fee.

Outsourcing to a reputable and experienced company is a strategic tool which can have a powerful and positive impact on any organization's focus, growth, financial stability, and productivity levels. When businesses harness this support properly it allows them to concentrate on their core business functions with the security of knowing that their IT infrastructure requirements are being dealt with by highly skilled professionals at a much lower cost than that of an internal IT person or department.

CHALLENGES

San Michell, a family run business with 20 users was targeted and attacked with ransomware twice in November 2019. Their CEO, being based in Europe used "Remote Desktop Protocols" (RDP) to gain access into their network in South Africa so he could run his business remotely.

Unfortunately, hackers gained access to their server using "spray and pray" malware mailing techniques which included an Excel Spreadsheet. Once the hackers had accessed the customer's server, they installed malware/ransomware which negatively affected the client's critical data. Fortunately, due the backups which were held by Dial a Nerd the client did not need to engage with the hackers and pay any ransom.

The client battled through this as they had no SLA in place to support them. They reverted to backups in order to reload their data however, they lost major operational efficiency and many days of work in the process.

This nasty experience left the client with no doubt that they needed a complete solution that would support and protect their business from future attacks.

Remote desktop connections have some level of security, but not nearly enough to combat the ever-increasing sophisticated cyber security threats.



THE SOLUTION

Dial a Nerd did a thorough assessment and subsequently determined that the ideal solution for the proper protection of this client would be a "Next Generation" SonicWall SOHO 250 firewall. This decision was based on the connectivity and business size.

Fortunately, in this instance, Dial a Nerd had back-ups of the customers servers & data and stepped in to assist the client. This was a tedious process and still led to 2 weeks of down time for the customer. Dial a Nerd, being the experts, rebuilt the environment to the correct specifications and imported all the data again.

This downtime caused havoc with the daily operations of the business but ultimately the integrity of the data was paramount importance. The client could return to regular business with a properly set up environment and knowing that their system is secured to professional standards.

RESULTS

Once the SonicWall SOHO 250 was installed and configured, all systems were brought back up to functionality and with secure Virtual Private Networks (VPN's), to allow a managed and safe way for their CEO to connect and work, the company continued to operate with peace of mind.

A VPN gives the customer 3 things:

- 1 Confidentiality** (No one can see within the VPN)
- 2 Integrity** (No one can modify the data going through the VPN)
- 3 Availability** (Data will be available through the VPN)

Just as air traffic control at an airport will control which planes may enter and exit our airspace, so the SonicWall (with built in anti-virus and deep pack inspection activated) will scan all the incoming traffic and not allow any malware in.

Since the security solution has been implemented, the customer has had ZERO successful attacks perpetrated against them. In addition to this, we can report that the device has prevented over 750 million attacks, intrusions or malware infections and daily reports identify this.

Dial a Nerd, powered by the SonicWall, now protects this customer and their 20 users, across 30 devices, 1 physical server and 1 cloud-based server.



Over 15000 suspicious attachments blocked monthly



Prevention from over 750 million cyber-attack attempts



Weekly threat protection against 385 IPS events



20 users supported



30 endpoints protected

Cyber-attacks have a greater impact on smaller businesses than most people realize. Whilst using an RDP connection and cloud-based apps may give your business a basic level of protection, they do not offer full protection, so you remain at risk.

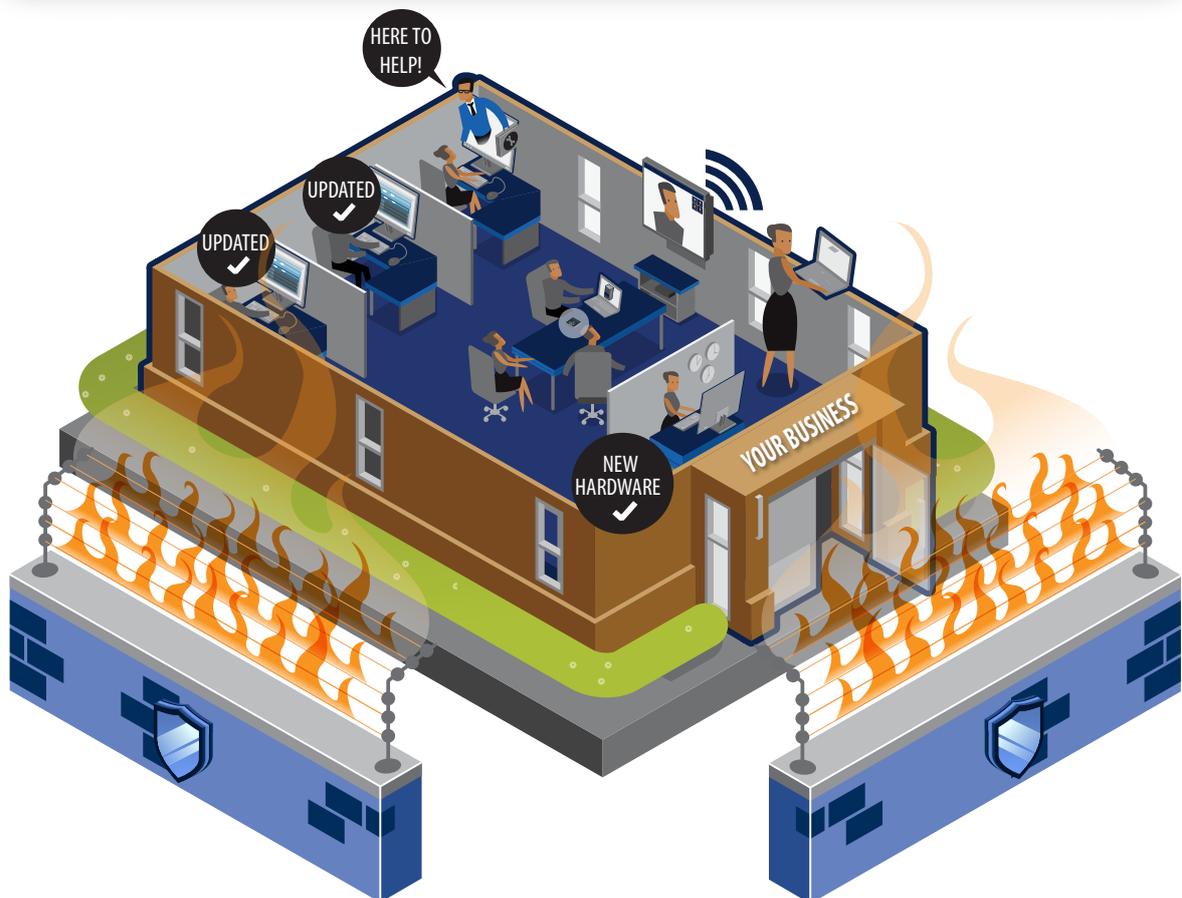
It's particularly important for business owners, computer users and anyone who works with technology to understand that cyber-attacks and the prolific dissemination of malware is driven by automated mailers and automated systems internationally.

Without countering with your own automated protection measures, using a next generation firewall protection like SonicWall, businesses and their data, will never be secure and properly protected.

Just one piece of bad software in a business's network can compromise the entire business and its survival due to an attack on its critical data. This could lead to a devastating period of downtime, lost revenue, or even permanently handicap that business's ability to recover.

Don't set yourself up for failure, speak to Dial a Nerd today so your business can get properly protected from unwanted cyber-attacks.

Speak to Dial a Nerd today to get your business protected from unwanted cyber-attacks.



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