Highlights

➡ Infrascale's Data Protection Platform provides Data Shark Technologies with the data protection services needed to grow their cloud-based backup business

➡ Web-based access to backed up files makes it easy for customers to retrieve data needed without contacting Data Shark

➡ Owner Tony Carollo easily restores customer's files and servers remotely while on vacation

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Tony Carollo -
Owner of Data Shark Technologies
www.datasharkllc.com

Infrascale Boosts Growth of MSP's Cloud Based Services

Owner Remotely Restores Customer Infected with Cryptolocker Virus

About Data Shark Technologies

Based in Metarie, Louisiana, Data Shark Technologies provides managed IT services to more than 40 small and medium-sized businesses around the country. Many of Data Shark's customers are in the healthcare, education, legal and retail industries. Core services include the setup and maintenance of cloud-based networks, managed systems, data protection and a wide variety of technical services, all supported 24/7. Whether data protection or a state-of-the-art cloud-based network is needed, Data Shark Technologies is there to deliver in a timely manner and at an affordable price.

The Challenge

For an MSP, calls from customers can occur anytime, day or night. For Tony Carollo, Owner of Data Shark Technologies, the call came on the first day of his vacation. After a quick phone call with his customer, Carollo learned the customer's servers had been infected with the well-known, yet deadly Cryptolocker virus. Now, the majority of the medical insurance office's files were inaccessible as well as their main database. Carollo knew he needed to act fast since the infected files, many word documents and PDF's, were business critical to the customer operating as normal.

What is Cryptolocker? The malware virus, aiming to extract ransom money from its victims, encrypts files stored on located and mounted network drives using public key cryptography with the private key stored only on the malware's control servers. It then displays a message which offers to decrypt the data if a payment is made by a stated deadline.   If the payment is not made, files are automatically destroyed.

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The Solution

With the Infrascale Data Protection Platform protecting his customer's data, Carollo knew he had the situation under control. Thanks to the Infrascale Dashboard, which is accessible anytime, anywhere an internet connection is available, Carollo was easily able to remotely initiate a restore for the customer while on his vacation. *"The process to get the customer back up and running was really easy,"* Carollo said.

Another Infrascale feature Carollo finds helpful is the ability to throttle back the bandwidth being used for backups to ensure there is bandwidth free to keep the customer up and running during regular business hours. *"That's a great feature because you might have a small business with little bandwidth to begin with,"* Carollo said.

An additional feature that Carollo finds useful for end-users is providing web-based access to their backup files. This way, in the event a customer needs to quickly access a file, they can do it on their own without having to contact Data Shark.

The Infrascale solution, which now includes an appliance (virtual or physical) option, is the most comprehensive Carollo has found, adding that other providers did not have a comparable retention policy, the number of data centers or a solution that truly scaled with a growing customer. *"With everything Infrascale has to offer, no one else has the complete package,"* he added. *"With the appliance now an option, it's going to allow me to support larger companies."*

About Infrascale: Designed for MSP's, Infrascale provides the most complete data protection platform, including backup, disaster recovery, archive as well as file sharing and collaboration services. Managed from a single dashboard, this full range of data protection solutions covers any mobile device, tablet, operating system, file or application server with the option to protect data in the cloud, on premise (private cloud) or a hybrid of the two. With 12 data centers worldwide and military-grade security, Infrascale simplifies engagement by reducing complexity and the initial investment needed to offer data protection.