

Ransomware Recovery: Back Online by Monday Morning.

< 1 hr

Response Time (Friday 9pm)

\$0

Ransom Paid

100%

Data Recovered

THE SITUATION

A 45-employee industrial supply company in Mississauga was hit with ransomware on a Friday evening. Every workstation and server displayed a ransom demand. File shares were encrypted. Their ERP system, customer database, and 15 years of operational data were locked. The CEO called Fusion Computing at 9pm.

THE CHALLENGE

The company's previous IT provider had set up backups — but Fusion's initial assessment during onboarding months earlier had revealed those backups were untested and partially corrupt. Fusion had already rebuilt the backup infrastructure with verified, air-gapped recovery points. That preparation was about to pay off.

WHAT FUSION DID

Friday 9pm: Incident response team isolated all affected systems within 40 minutes, stopping lateral spread.

Saturday: Forensic analysis identified the attack vector — a phished credential with no MFA. Began restoring from verified air-gapped backups.

Sunday: All servers, file shares, and ERP restored and validated. Security patches applied, MFA enforced, endpoint detection deployed.

Monday 7am: Staff walked in and got back to work. No data lost. No ransom paid.

THE OUTCOME

The business resumed full operations Monday morning with zero data loss. The ransom demand — approximately \$180,000 in Bitcoin — was never paid. Total downtime was limited to the weekend when the office was closed. No client data was exfiltrated.

WHAT CHANGED AFTER

- ✓ **MFA Enforced**
All accounts moved to mandatory multi-factor authentication within 48 hours.
- ✓ **EDR Deployed**
Huntress endpoint detection and response rolled out to every workstation and server.
- ✓ **Air-Gapped Backups**
Backup infrastructure rebuilt with immutable, offsite recovery — tested monthly.
- ✓ **Security Training**
Quarterly phishing simulations and awareness training for all staff.

"I don't even want to think about where we'd be if we'd been with our old provider when that happened."

— Sandra M., CEO, Industrial Supply Company

Ready to protect your business?

Book your free assessment at fusioncomputing.ca | 416-566-2845

BOOK ASSESSMENT