

CUSTOMER SUCCESS STORY

Data Backups + Ransomware Recovery



THE SITUATION

One day in October, P&H Employees logged into their computers one morning to discover they had been hit with ransomware, a form of malware that encrypts data and holds it hostage for a ransom. The disruption caused by this cyberattack was widespread. Employees could not log into their workstations. Data on the server and computers was inaccessible and unreadable. Work ground to a halt while the FBI, law enforcement, and their outside IT company investigated.

Upon deeper look, it was determined the ransomware was of Russian origin, and it spread to P&H through remote access software used by P&H's IT company.

To compound the issue, the IT company's local backups were corrupted during the attack.

ESILO'S SOLUTION

Luckily for P&H, they had more than one set of backups. As a long-time [eSilo Backup Cloud](#) customer, eSilo had automated and encrypted offsite backups saved nightly, with an additional redundant copy (mirror) available.

While their insurance company and law enforcement gathered forensic evidence from the compromised systems, eSilo began an [Emergency Data Center Restore](#) of the P&H data to a removable hard drive and sent it off to their offices.

"Without eSilo, I don't know if we would've recovered. We might have failed. It's too scary to think about what it would have been like if we had not had eSilo."

- Anne Masciovecchio, Controller

Days after the attack, P&H had fully restored their systems and business resumed normal operations.

PRODUCT & SERVICE SUMMARY

Pre-Event Services: [eSilo Cloud Backups; Emergency Restore](#)

Post-Event Upgrades: P&H infrastructure was revamped, and the eSilo relationship grew 500%. An [eSilo Linux Backup Appliance](#) was also added to secure local backups.

ESILO RESULTS

\$2.5 Million saved
65,000+ files restored
30+ years of history

ABOUT P&H INTERIORS

P&H Interiors is a full-service interior design firm based in South Florida. They provide custom design to the full spectrum of residential homes, commercial spaces and builder models. In order to preserve their hard-earned reputation for extraordinary creative work and excellent service it was imperative that P&H fully recover its data and systems quickly.

Years in Business: 33

Ownership: Privately held



eSilo is a Woman and Minority-Owned cloud data backup and cybersecurity company committed to helping small businesses secure their data. Since 2002, we've helped thousands of companies avoid data loss and downtime by protecting personal, business, and client information. If you value hands-on support and want peace of mind, give our experts a call to see how we can Secure Your Future.

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