



KORIS365

CASE STUDY

Backup and Disaster Recovery

Protecting organisation after a ransomware attack.

Lakes College is a further education institute located at Lillyhall, West Cumbria, England, between the towns of Workington and Whitehaven. The college offers courses to students from Allerdale, Copeland and the surrounding areas. With modern facilities and excellent results, Lakes College aim to provide the best possible learning experience, high quality teaching and excellent support.

The organisation was hit by a ransomware attack that encrypted their files and rendered their systems inoperable only 2 days before 1000 students and staff returned for the new term.



Lakes College
West Cumbria

ISO27001
Information
Security
Management


Cyber Essentials
Security

ISO9001
Quality
Management

The Situation

Lakes College's Computer Services and Systems Manager knew that the college was protected as they had a fully managed backup and disaster recovery solution from a third-party provider that consisted of on-site and cloud backups. Unfortunately, the tests results were not replicated in a real-life scenario.

"After the ransomware, when we tried to recover the systems, it turned out that some of the backups that had reported as ok, we weren't actually able to get the data back from." Whilst they were restoring regularly, they had never done a full disaster test using completely blank systems to prepare for the worst situation.

"We hadn't tested for a scenario where we lost all our systems and had to get them back from scratch. It's learning for us, not to take somebody's word on what the backups are. We were assured that we had a full backup and ability to restore – this didn't turn out to be the case."

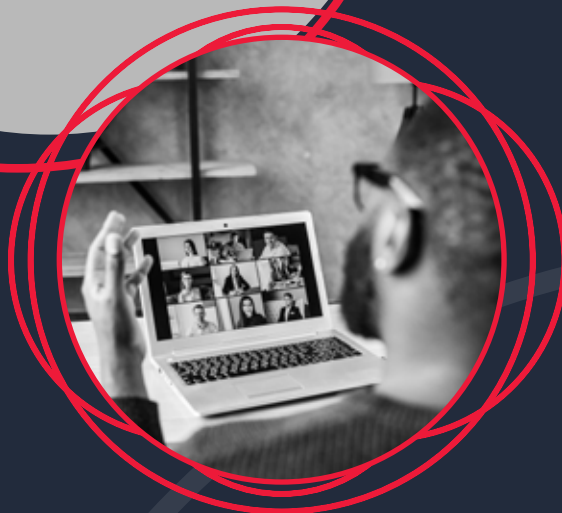


The Right Supplier

Lakes College looked to source a new DRaaS solution and choosing a supplier was a relatively easy decision for them.

"It wasn't hard to make the decision to use Koris365 for backup and disaster recovery, technically, the offering was very good. We worked very closely with Koris365 to get our systems back up and running. It was very clear throughout that process that Koris365 had great technical knowledge and were proactive in trying to get us back up and running."

"I know personally how Koris365 work, having been in the college for many hours over those first couple of months. We had an engineer here who did not leave until 1 am on Saturday, working from Friday morning trying to get systems back up and running. In terms of the response and technical ability and figuring out the problems that we had with some of our backups in the first place, it was clear that Koris365 knew what they were doing and were happy to help us out."



The Solution

First-hand experience of working side-by-side with the team meant that Lakes College knew what they would get from the DRaaS solution from Koris365.

The Business Outcome

This is not a set and forget solution, as Lakes College's Computer Services and Systems Manager explains, "I regularly review any warnings on backup logs. Koris365 are certainly very proactive in looking at the backups and trying to get to the bottom of any issues. It gives me reassurance."



The Importance of Backup and Recovery

Working closely together with Koris365 means Lakes College understand their solution so they will be truly prepared for when the worst happens.

"There is nothing like the experience of a disaster to recognise the benefits of DRaaS as Neil notes, "I can see the value in what we are getting, I certainly think we are getting value for money. It feels a lot more like a fully managed service."



"Our developer has visited your DR site to do a full, offline, live restore to give us that last bit of reassurance and to put together the last pieces in of the puzzle in terms of documenting what it is that we do dependent on the scenario. The College will certainly get a lot of reassurance out of that."



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