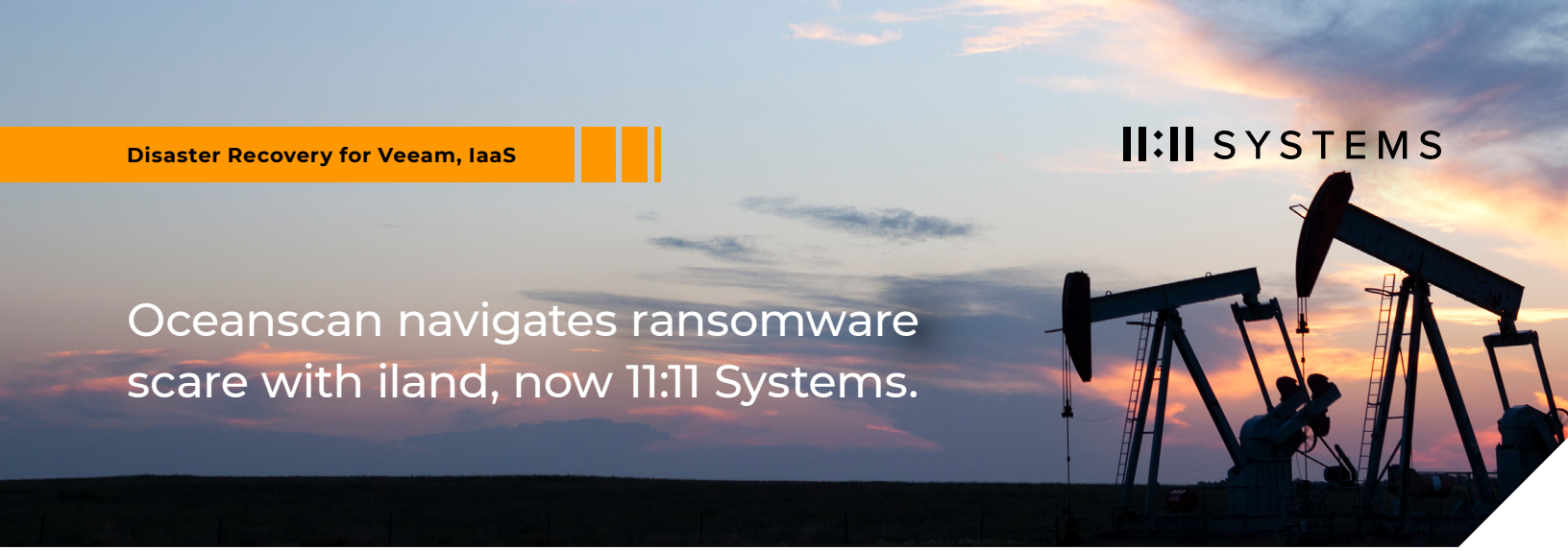
Disaster Recovery for Veeam, IaaS

11:11 SYSTEMS



Oceanscan navigates ransomware scare with iland, now 11:11 Systems.

oceanscan™

Challenges:

- Ransomware attack infiltrated entire network
- Imminent threat to business uptime and profitability
- Ability to recover and restore access to data

Solution:

- 11:11 Cloud (IaaS)
- 11:11 DRaaS for Veeam

Benefits:

- Seamless failover from [11:11] DRaas to IaaS
- Continuous data availability and business uptime
- World-class support team
- Platform control and flexibility
- Innovative and comprehensive service in line with company objectives

Profile:

- Size: Commerical
- Industry: Oil & Gas

Client Profile

Oceanscan is a leading international equipment company providing the latest and most advanced technology to the oil and gas, defence, petrochemical, renewables, and nuclear industries. With over 1,000 global customers, the company's services range from the rental of testing, calibration, and survey equipment to providing essential personnel to the offshore oil and gas markets. Headquartered in Aberdeen, Scotland, and supported by a worldwide network of partner companies, Oceanscan is committed to around-the-clock support of its customers.

Ransomware Realisation: 'We Are Doomed'

Sukumar Panchanathan, group IT manager at Oceanscan, got the news on the penultimate day of Sept. 2021. "We've been attacked." It's a moment IT professionals hope never arrives. But it had: A sophisticated strain of ransomware had crawled through the company's entire network, encrypting multiple file layers and making recovery nearly impossible.

With a mountain of pressure now on his shoulders, Panchanathan sprung to action. He knew what it could mean, both for the company and himself — the devastating potential for downtime and lost revenue, not to mention the questions that would be asked of him. How did this happen? Were they prepared? "Everyone's initial thought is, 'We are doomed.' If attackers can infect organisations like the Pentagon and the CIA, then what is Oceanscan? Nothing," Panchanathan said. "When disasters like this happen, it's the responsibility of the head of IT — my responsibility — to steer us out of it. That's what I get paid to do. It's a lot of pressure, a lot to take on." As the frequency, sophistication, and impact of cyberattacks continue to skyrocket, there is unfortunately no way to guarantee complete immunity to potential data breaches.

However, by planning, implementing, and testing an in-depth security strategy that is multi-layered, integrated, and ready, organisations can drastically limit the damage done by internal and external cyber threats. Luckily, Panchanathan came prepared with [11:11] on his side.

Surviving and Thriving with [11:11]

An [11:11] customer for nearly a decade, Oceanscan had both [11:11] Cloud DRaaS for Veeam and [11:11] Cloud Backup for Veeam Cloud Connect in place at the time of the attack. Meaning, Panchanathan had the security, replication, and failover capabilities he needed to ensure the company's data stayed online and available.

"I cannot stress this enough: We are where we are thanks to the technology and, perhaps most importantly, the people over at [11:11]," Panchanathan said. "There's a lot that has to happen in the wake of an attack like this. It's a tough time. But the [11:11] support team immediately answered our call and we were in a position to recover with just the click of a button."

Oceanscan did more than just recover, however. With the company's on-premises environment compromised, and its workloads already successfully replicating in the cloud thanks to [11:11] Cloud for DRaaS, Panchanathan saw an opportunity. At that moment, [11:11]'s failover DRaaS site was thriving as Oceanscan's full-time production site in all but name. Why not make that transition more official?

Panchanathan enlisted the help of his [11:11] account and support team and had Oceanscan's data transferred from the [11:11] DRaaS environment to [11:11] Cloud. The disaster had, in effect, transformed the company's infrastructure and business model for the better, giving Panchanathan the ammo he needed to move away from on-premises altogether and adopt an entirely cloud-based infrastructure.

"We were able to failover and make the move from [11:11] DRaaS to [11:11] IaaS within a couple of hours, and we've been running effectively ever since. We don't have anything on-premises anymore, which means no more capital expenditures in the future," Panchanathan said. "The [11:11] services have been absolutely wonderful. From the bottom of my heart, I cannot thank the [11:11] support staff enough. I would be happy to have any of them on my own team."

A Partnership Built to Last

With the ransomware attack, thankfully, in the rear-view mirror, Panchanathan remains in regular communication with his [11:11] account representative, discussing ways to keep Oceanscan ahead of the security curve. Their recent conversations have centered around cloud-to-cloud (C2C) backup, which would supplement the backup service already included with the [11:11] Cloud platform. By implementing C2C backup, Oceanscan would be able to geographically diversify where their data is being stored around the globe, further decreasing risk in the event of a disaster.

"Oceanscan has been on this journey with [11:11 Systems] for close to 10 years, and it won't be stopping anytime soon," Panchanathan said. "We will be with [11:11] for years to come."

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THE RESILIENT CLOUD PLATFORM

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