Case Study

ims
SOLUTIONS GROUP
A Division of Immedion

emediagroup

Disaster Recovery Service Saves the Day at emediagroup

emediagroup

RESULTS

+ **Onsite support deployed over the weekend until issue was resolved**

+ **Data fully recovered after ransomware attack**

+ **Security monitoring to protect against future threats**

+ **24/7 access to support from IMS' team of technical experts**

"I can't say enough good things about IMS Solutions Group. I thought something like ransomware could never happen to us because of our firewalls and backups. I was wrong. It was a hard shot of reality. IMS truly saved the day, actually more than a day – they saved our entire history."

"We now have them managing our network top to bottom so we don't have to worry about a repeat experience. And for a CEO, that's peace of mind."

- Joel Hogg, CEO at emediagroup

THE CLIENT

Founded in 2004, emediagroup is the only offset, digital and large format printer in South Carolina. They specialize in conventional printing, digital printing, large format printing, vehicle wraps and runners' numbers.

CHALLENGE

Few things feel as helpless as being held captive. That's exactly what befell emediagroup in January of 2017. "Walking in on a Monday morning and being greeted at the door by our IT person explaining ransomware is a sobering moment in any CEO's career," reflects Joel Hogg, CEO of emediagroup.

Ransomware can be a company's worst nightmare, especially for a highly successful business like emediagroup. In one fell swoop of hacker terrorism, all of the company's data and information since its start in 2004 was about to be erased. Think about that – everything, gone. Never to be recovered.

"It's a terrible feeling to think everything you've worked for, everything you've built over the years is on the brink of being erased," said Hogg. "It's a sinking, desperate feeling."

SOLUTION

The emediagroup IT team called IMS Solutions Group the weekend the incident occurred, explaining their data was encrypted and their backups had failed. They had no access to any data. Available 24/7/365, IMS Solutions Group was on hand to solve a ransomware problem that was quite complex. IMS deployed three tech experts to emediagroup, who worked straight through the weekend until the puzzle was solved.

"Emediagroup was actually considering paying the ransom," recalls an IMS engineer, "that's how dire the situation was."

RESULTS

Fortunately for edmediagroup, IMS Solutions Group are experts in data recovery, whether it's caused by hackers, a power outage, or a catastrophic event. The crisis was averted and emediagroup's entire history of data was recovered.

Since then, they have opted to use IMS' Security service, which includes 24/7 network monitoring to help eliminate threats before they become business-impacting problems. With IMS Solutions Group, emediagroup has peace of mind knowing they can focus on their core business instead of worrying about another security breach.