

## CUSTOMER STORY

# Interlink Helps a Global Organization Rebuild Their Environment After a Ransomware Attack and Secure Their Organization Against Future Threats

### Client :

Global Manufacturer of Oral and Personal Care Products

### Industry:

Consumer Products  
Manufacturing

### IT Users:

800+

### Solutions & Services:

- Security Consulting
- Incident Response
- Enterprise Mobility + Security (EMS) Suite
  - Advanced Threat Analytics
  - Multi-Factor Authentication
- Email Security Enhancement
  - Office 365 Advanced Threat Protection



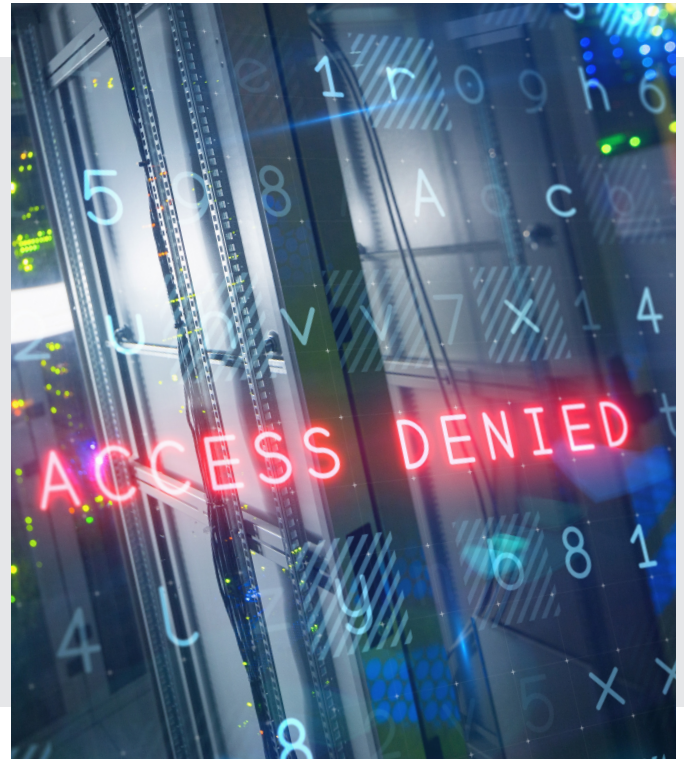
Most companies do not fully understand the increasing threat for malware attacks and just how much damage they can do. Security threats have heightened substantially in recent years, as criminals have built lucrative businesses from stealing data and nation-states have come to see cybercrime as an opportunity to gain information. With so many other things on their plate, companies can often overlook simple, yet crucial, solutions to prevent these attacks...that is, until it's too late.

In October 2018, one of Interlink Cloud Advisors' clients was hit with a ransomware attack that greatly impacted their entire company. The client is a leading global private label manufacturer of oral and personal care products that employs about 800 people. Their infrastructure included antiquated servers and running the Windows 2003 operating system, which is no longer supported by Microsoft. In addition, their network was exposed to the internet, and they did not have current security patches in place.

Prior to the attack, this client was working with Interlink on implementing Skype for Business and began discussions around other services. At this point, a new security solution was not one of the company's priorities because, like many other companies, they didn't feel they were a target for an attack.

## THE ATTACK

Interlink's client contacted them after hours on a Friday. The organization was receiving a great deal of spam email, which raised their IT team's suspicions. Interlink immediately began to investigate the issue and promptly implemented Microsoft's Advanced Threat Protection (ATP) to stop the spam, but it was too late. Their client had already been infected and the damage was done. Access to their servers and files was blocked and all their hard drives were encrypted. The attack wiped out the organization's entire IT environment—they lost everything. As a result, this global company was out of commission for an entire week and endured significant financial losses.



## THE SOLUTION

Because the attack had already caused significant damage, Interlink's main priority was to get their client up and running again. Yet, before they could start implementing any type of solution, they had a remediation period of a few months, in which Interlink had to help their client recover their losses and stabilize their environment.

Together, Interlink and their client's IT team had to rebuild what was lost in the attack. Interlink's team of engineers and architects worked tirelessly for the first week — often overnight — on recovering the first set of critical losses, migrating and rebuilding their infrastructure, and helping to correctly set up their network. And, because this environment was new and largely undocumented, their client's IT department was at a loss of how to dive in and start securing it. Therefore, Interlink led the charge.

After the critical infrastructure and network were set up, Interlink needed to put the right security products in place to help prevent a future attack. Due to a lack of knowledge on what differentiates security solutions, what each solution offers, what the right solution was for their organization, and what the process was to implement, the client initially wavered on deciding what products to use to make their environment secure. Interlink's team was able to provide them with multiple solution options, the pros and cons of each, and their recommendations.

After Interlink received the approval on their implementation suggestions, they designed a fully secure environment that utilized Microsoft's Enterprise Mobility + Security (EMS) Suite, Multi-Factor Authentication, Advanced Threat Analytics, and email security enhancement tools like Office 365 Advanced Threat Protection. The combination of these solutions significantly increases the chances that any future attacks will be stopped before causing any damage.



*"This attack really opened our eyes to the damage a ransomware attack can have on an organization. We also see how important it is to have a symbiotic relationship with a partner who knows how to secure your environment. Interlink was key in getting our infrastructure and network back online and secure."*

Director of IT | Global Manufacturer of Oral and Personal Care Products

## BENEFITS

This leading global private label manufacturer now has multiple security features in place to protect against multiple types of advanced targeted cyber-attacks and insider threats. Each product in the security solution Interlink implemented offers a different benefit, but overall their client can now:

- ✓ Detect suspicious activity quickly
- ✓ Protect identities through secure single sign-on, multi-factor authentication, and risk-based conditional access
- ✓ Identify advanced persistent threats by using behavioral analytics to detect suspicious user or entity behavior
- ✓ Secure internal and external file sharing
- ✓ Protect their mailboxes, files, online storage, and applications against new, sophisticated attacks in real time
- ✓ Safeguards and unifies user access and helps keep customer data secure through encrypted communications



## THE INTERLINK ADVANTAGE

Since our inception in 2011, Interlink has focused solely on providing exceptional support and solutions around Microsoft-based technologies. With our extensive knowledge, we educate and assist clients through their implementations and with improving their security posture. We coach our clients through the complexities of Microsoft, including their licensing rules, bundled offerings, incentives, and funding programs. We educate and guide, so our clients avoid overpaying for licensing or purchasing unneeded technologies. By engaging Interlink, our clients can truly experience The Interlink Advantage.

To learn how Interlink can help your company prevent a costly attack, justify these expenses to management or recover from an incident, contact us today at [hello@interlink.com](mailto:hello@interlink.com)



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