

UK-based MSP rescued 100% of data from a ransomware attack with ShadowProtect SPX



Client profile



Company

BCS

Country

UK

Industry

Managed IT Services
Provider

Number of employees

20

Solution

ShadowProtect SPX
Cloud Services (DRaaS)

About BCS

BCS is a managed service provider (MSP) that supplies IT services to businesses across a number of verticals, from construction and healthcare to manufacturing and financial services.

It provides support to businesses, and for many clients, acts as a replacement for an in-house IT department, standing in as the main point of contact for any technical issues that may arise, such as hardware replacement or security concerns.

The employee owned company was established in 1996 and today employs 20 staff and operates 24/7. It boasts an industry leading response time of just fifteen minutes and its clients span from 10 to 200 users.

As well as more traditional IT support, BCS offers a range of other services, including Backup and Disaster Recovery, Managed Security, and Strategic IT Planning Support. They have been working with StorageCraft Technology for the past five years, using Cloud Services from StorageCraft, which saves BCS having to invest in and run its own datacentre.

Education and proactivity

As well as comprehensive training programmes for both its employees and customers, BCS takes a proactive approach to working with clients. The MSP starts each client relationship by building a long-term roadmap with a robust IT strategy that takes into account all business segments and priorities. Reviewed quarterly, the plan acts as a basis for projects undertaken. A key focus of these plans is migrating clients from antiquated backup processes to more innovative backup and disaster recovery (BDR) solutions.

This is where StorageCraft's ShadowProtect comes in. Backing up business systems and data, it ensures that data is fully protected and always available. This means that BCS can be confident that the client's data is safe and recoverable at all times.

Martin Hynes, Managing Director at BCS recognises the importance of implementing a truly effective, holistic solution: "With StorageCraft, we're trying to educate our clients about the difference between having a backup solution and having a backup and disaster recovery solution. The difference is how quickly you can go from the point of disaster to being up and running again."

“ Because backups are stored in the StorageCraft datacenter, we know that we can spin servers up for a couple of hours when needed. From the client's perspective, they can be safe in the knowledge that if anything goes wrong with their servers we can get them up and running again with minimal downtime.”

Martin Hynes
Managing Director, BCS

The danger of downtime

One of BCS' clients is a renewable energy company that sells around £2 million worth of energy back to the national grid every day. It uses StorageCraft's ShadowProtect solution for 15 of its servers. If the core systems or servers were disrupted as a result of a disaster, the business would be unable to generate electricity and result in significant revenue loss. For this client, the peace of mind of knowing it has the systems in place to guarantee business continuity in the event of a disaster is invaluable.

This peace of mind is echoed by Hynes at BCS: "Because backups are stored in the StorageCraft datacenter, we know that we can spin servers up for a couple of hours when needed. From the client's perspective, they can be safe in the knowledge that if anything goes wrong with their servers we can get them up and running again with minimal downtime."

Putting it to the test

StorageCraft was put to the test when one of BCS' clients (whose firewall was managed by a different MSP) was hit by a ransomware attack. After restoring server data using ShadowProtect, BCS warned the IT manager about their network security weaknesses and the likelihood of another attack happening again. Unfortunately, two weeks later the system was again hit by ransomware. BCS was called in once more to recover the data and get the business back up and running using ShadowProtect.

After receiving this invaluable support from BCS, the client asked them to also manage their network security. To this day, it remains a valued customer and stands as proof of the many ways that MSPs are an indispensable partner to businesses.

Building a strong relationship

Over the five years of partnership, BCS and StorageCraft have built a strong working relationship based on open communication and collaboration with the needs of BCS' customers always put first.

In January 2020 Khan Tomlinson, Systems Administrator at BCS was flown to Utah to participate in a global StorageCraft partner council about improving support for MSPs, product roadmap. In turn, StorageCraft sponsored one of the MSP's Lunch and Learn events, with Channel Account Manager Michelle Mullins speaking at the event. This is indicative of the relationship between the two companies; one of mutual respect and collaboration.

Hynes said of the relationship: "This is the type of relationship we strive to have with all our vendors. Having that voice inside is critical to adding value for both parties and means we receive a service that is tailored specifically for our needs."

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Martin Hynes
Managing Director, BCS



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