CATALOGIC

Catalogic DPX Helps CreditGUARD Recover from Ransomware Attack

It is every organization's worst nightmare: Arriving to a busy day of work to find that your file shares are inaccessible, databases are encrypted and instead of your usual desktop image, you instead see a lock and a disturbing message demanding a ransom in order to recover your organization's data.

This nightmare became a reality for CreditGUARD, a non-profit debt consolidation consulting company, but thanks to Catalogic DPX©, Credit-GUARD was able to recover all the lost data and get back up and running as quickly as possible.

CreditGUARD is America's leading debt-free credit counseling agency and has a proven track record of helping individuals and families overcome their debt problems. With over 30 years of experience in the industry, CreditGUARD has built a reputation for providing effective and personalized debt consolidation solutions. Their team is committed to helping their clients achieve financial freedom and peace of mind by guiding them through budgeting, credit education, and negotiating with creditors to potentially reduce interest rates or create more manageable repayment plans.

CATALOGIC

DPX

CREDITGUARD
OF AMERICA

"

One day we were dead in the water and the next day we weren't - and that was essentially because of our backups with DPX... If it hadn't been for those DPX backups, we would have been out of business "

Casey Letizia – Network Manager, CreditGuard

Transitioning off of Tape Meant a Change in Backup Requirements

Before utilizing DPX, CreditGUARD used a legacy solution to backup to tape. Not only was this backup solution clunky and unreliable, but managing the tape destination required a huge infrastructure expense, a lot of management overhead, and consistent manual administration. This caused CreditGUARD to investigate alternative storage options, including SAN solutions, which led them to NetApp. With this in mind, CreditGUARD knew that if they were going to transition to this storage platform, that they would need to have a backup solution with integration with NetApp – and that is where they discovered DPX. CreditGUARD eventually decided against transitioning to NetApp, but having been impressed with DPX, they decided to make the switch to DPX as their new data protection solution.

Over time, CreditGUARD's storage architecture continued to evolve. They installed a virtual vStor appliance and began to perform block-level snapshots of their SQL servers to that vStor. Letizia remembers, "The first time I did vStor, I mean, I was largely ignorant about it but somebody was there to work with me and pull me through it and get it up and running. And now it's the foundation of our backup strategy."

Today, CreditGUARD also utilizes Wasabi as a cloud object storage destination and plans to take advantage of DPX's vStor S3 offload capability to add another layer of data security.

Utilizing DPX Snapshots to Recover from Ransomware Attack

Security became a major point of focus for CreditGUARD following a ransomware attack. Letizia described how ransomware encrypted all of their file shares, as well as all of their databases. However, CreditGUARD was able to avoid having to negotiate with the cybercriminals, thanks to DPX.

Because DPX was installed as a Linux appliance on its own network, utilizing several layers of authentication, the application itself was unaffected. In addition, because the file share and database backups are stored in vStor as immutable snapshots, the CreditGUARD team knew that they had tamperproof copies that were ready to be used to recover those encrypted files

and databases. Without these DPX snapshots, Letizia believes CreditGUARD would either be out of business, or would have had to go through the ransomware negotiation process that would have frozen all business process for several weeks. "One day we were dead in the water and the next day we weren't - and that was essentially because of our backups with DPX"

Reliable Data Protection with Top-of-the-Line Support

When asked what is his favorite feature of DPX, Letizia didn't hesitate. "Just the reliability of it. The thing just works. You get it set up and it just works. So that's my favorite feature about it." Even when asked about Catalogic's marketing, and release updates, Letizia admitted, "Your stuff just works, right? So, I'll go in and check to make sure my backups are running maybe every other week or something. But, I don't think about you guys a lot. You don't cause me pain, so I am usually distracted by things that are broken or not working to their capacity."

Technical support has also been a highlight for the CreditGUARD team. Letizia raved about his experience with Catalogic's support staff. "Everyone I've worked with has, without exception, been incredibly well-versed on the product. They have given just remarkable guidance and support in every interaction that I have had. Turnaround was always quick, it was always accurate, and it always led me to where I needed it to be." "That's been the thing that's kept me. First, the fact that it just runs, and then second, when I break it, someone can help me fix it in a very timely fashion."

Dedication to Continued Improvement and Added Value

Letizia's second favorite thing about DPX, is its commitment to continued improvement in performance and value-add features. "That's the second thing that I appreciate the most - is that I don't have to think, you know, 'oh my god, I need this', and now I have to go get another platform... You guys have done a fantastic job of continuing to put value into the product. Like the agentless backup for virtual resources, the ability to archive offline." As Letizia put it, Catalogic does not live on past accomplishments. "It's just really impressive. Every time you come out with new technology, it seems to be well thought-out and well designed...You guys just keep iterating and providing more value in the product."