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Druva Customer Survivor's Guide

6 Customer Stories of Ransomware Recovery and Data Protection

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Ransomware's Newest Strategy: Hunting Backups

Ransomware attackers are recognizing the critical role of backups in data recovery – and are shifting their focus accordingly. Threat actors are actively targeting backup systems to stop organizations' ability to restore data without paying the ransom.

Cybercrime groups like FIN7/Carbon Spider have recently targeted Veeam's backup servers with specific ransomware variants, a trend that is gaining serious momentum. According to a recent cyber security survey, **even after paying the ransom, only 4% of companies got all of their data back.** A 2022 report found that the **average downtime from a ransomware attack reached 26 days.**



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Why Ransomware Finds Your Backups Enticing

What makes your backups so vulnerable and enticing to attackers? The architecture of the backup product you are using (and its security) can often be an afterthought, and sometimes, misadvertised. Using the wrong backup technology to protect your data puts your business at significant risk. Luckily, there is a solution - SaaS-based backup addresses the legacy and on-premise backup vulnerabilities that attackers exploit.



Backups are your last line of defense and provide the means to recover after ransomware hits, so why take the risk? In this guide, we share real experiences of how Druva's SaaS-based platform and cloud-native architecture have protected customer data, sped up recovery time, and automated manual processes.

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Customer Story 1

Billion-dollar construction firm fully recovers from ransomware with Druva, where Veeam backups fail

A billion dollar construction firm with thousands of employees was experiencing rapid growth across North America as it continued winning new contracts, meaning it needed to set up remote locations quickly. It had 50+ remote office locations – at least 40 of which stored data in on-premises file servers.

The Challenge

- Business growth resulted in remote sites being added quickly for an indeterminate period of time, impacting its data protection needs
- Cost of its previous backup solution was rising and unpredictable
- Lacked centralized management of remote office, data center, and SaaS backups
- Difficulty creating and managing air-gapped and immutable backups for protection against ransomware attacks

The Solution

- Ransomware protection for the backup environment and data (air-gapped and immutable) and long-term retention of 40+ remote file servers in the cloud
- Centralized management and visibility for physical workloads across 40+ locations and the flexibility to protect data quickly as new sites are added
- A single pane of glass through which IT can easily manage backups and restores of file servers and SaaS application data

Highlights

- Druva and AWS Snowball Edge solution facilitated restoration of data on 40+ file servers within a matter of days following a ransomware attack
- Reduced data protection costs by two-thirds leveraging a flexible cloud-native platform which can start protecting SaaS data from day one
- Achieved 2.5x global deduplication storage savings within hours of launching the POC

Read the full customer story ↗

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Customer Story 2

Build Group Chooses Druva For Ransomware Recovery Features and Advances Data Protection

Build Group is a San Francisco-based general contractor with over 500 employees located across California. Their projects range from residential structures to commercial buildings. They're early adopters of innovative technology in all phases of construction and believe technology is key to problem-solving in the industry.

The Challenge

- Business-critical data was not kept in an offsite location, a major ransomware risk
- Inefficient, time-consuming management of on-premises hardware for backup and DR
- Needed to safeguard and be able to easily recover critical Salesforce data

The Solution

- Simplified multi-workload backup and recovery for SaaS applications, data centers, and end-user devices
- Druva's Data Resiliency Cloud with Accelerated Ransomware Recovery improves the team's security posture, detects unusual activity and anomalies, and enables an efficient recovery in the event of a ransomware attack
- Druva cloud disaster recovery enables fast, one-click failover of VMs into Build Group's Amazon Web Services (AWS) environment

Highlights

- 20% reduction in cyber liability insurance costs
- $10K saved for every Salesforce restore compared to native Salesforce restore policies
- Moving to Druva's 100% SaaS solution has resulted in significant cost savings for all backup and restore needs since 2015

BUILDGROUP

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Customer Story 3

Amgen Chooses Druva and AWS to Protect 35,000 Resources From Ransomware With Efficiency

Amgen is committed to unlocking the potential of biology for patients suffering from serious illnesses by discovering, developing, manufacturing, and delivering innovative human therapeutics.

The Challenge

- Hybrid work and a global team accelerated the need for a SaaS backup solution
- Large amounts of time spent performing restores on end-user devices
- Needed to find a modern solution to deliver IT services faster, better, and cheaper

The Solution

- The Druva Data Resiliency Cloud protects 100% of end-user devices around the world
- SaaS solution allows them to eliminate storage and software expansion and management in each of their data centers
- Built a ransomware recovery process with Druva's advanced ransomware recovery features to automatically wipe and reload infected end-user devices within hours

Highlights

- 20% cost savings with reduction in service desk resources
- 50% time saved with self-service restore capabilities from Druva Data Resiliency Cloud
- 35,000 end-user devices are protected and recoverable 24x7

AMGEN

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Customer Story 4

Achieve Financial Securely Recovers After Christmas Eve Attack With Help of Druva

Achieve is a leader in digital personal finance, built to help everyday people thrive. Achieve offers innovative digital financial solutions including home equity loans, personal loans, and debt resolution, as well as financial education.

The Challenge

- Needed a solution to enhance security if and when ransomware should strike
- Managing Microsoft 365 backups with Veeam meant logging into four different management consoles – one each for Exchange, OneDrive, SharePoint, and Teams
- Restoring lost or deleted files while using Veeam took 30 minutes

The Solution

- The Druva Data Resiliency Cloud provides security for 3,000+ employees across states
- SaaS solution allows for efficient restores and recoveries no matter where employees are located

Highlights

- Recovered lost data from ransomware attacks within minutes
- Significant decrease in service desk requests and time spent resolving issues
- Restore process is seamless, a key benefit for their hybrid workforce

achieve

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Customer Story 5

Vertrax Accelerates Ransomware Response and Recovery For Microsoft 365 Data

Vertrax is a leading provider of supply chain management solutions for bulk oil and gas distribution. With built-in blockchain, IoT, and AWS integration, Vertrax provides a breadth of solutions and cloud-native benefits.

The Challenge

- Microsoft 365 data was corrupted with ransomware while using Veeam, and most data was lost
- Managing Microsoft 365 backups with Veeam meant logging into four different management consoles – one each for Exchange, OneDrive, SharePoint, and Teams
- Restoring lost or deleted files while using Veeam took 30 minutes

The Solution

- A single pane of glass through which IT can manage backups and restores of all endpoints and Microsoft 365 data, including Exchange Online, OneDrive, Sharepoint, and Teams
- Cloud-native backup and recovery means no hardware and minimal administration
- Ransomware protection leveraging built-in air-gapped backups and strong user authentication and segmentation capabilities such as SSO, MFA, and RBAC (role-based access controls)

Highlights

- 10x faster data restoration
- 4x reduction in the number of consoles required to manage backup data
- 50% cost savings with Druva
- Easily accessible backups facilitated a seamless SOX compliance audit

Read the full customer story ↗

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Customer Story 6

Peraton Increases Security With Druva to Stay Recovery-Ready

Peraton is a national security contractor headquartered in the United States. As a leading mission capability integrator and enterprise IT provider, Peraton delivers trusted and unique solutions and technologies that keep people safe and secure. Peraton serves as a valued partner to essential United States government agencies across the intelligence, space, cyber, defense, citizen security, health, and state and local markets.

The Challenge

- Dependency on tape-based backup was time-consuming and costly in terms of software, hardware, and maintenance costs
- Keeping backups on tape meant the team had no simple or fast way to recover data in the event of data loss, corruption, or a natural disaster
- Veeam and Carbonite didn't offer the simplicity of a SaaS-based approach, and the IT team didn't want to buy, provision, and manage both software and hardware on-premises and in the cloud

The Solution

- The Druva Data Resiliency Cloud provides a single solution through which IT can manage the backup and recovery of 125+ servers, long-term retention, and archiving
- Druva protects data on 125-plus file servers without any hardware, software, or associated complexity
- IT eliminated time spent managing offsite backups and archiving using the cloud
- Druva's flexible enterprise cloud backup system includes full and incremental backup tools

Highlights

- 84% reduction in the cost of backups after switching from tapes to the Druva Data Resiliency Cloud
- 50% cost savings for long-term retention and archiving for 25-plus years with Druva and AWS
- 20 hours saved each month per system administrator spent managing backups, increasing workforce productivity

Peraton

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Why Our Customers Love Us



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Top 50 Best Products for Enterprise 2023

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Druva Recognized for Excellence in Customer Satisfaction by TrustRadius

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What Makes Druva Different?

If you are using an on-premises or Windows-based solution, your backups may be more vulnerable to encryption or deletion by new variants of ransomware due to vulnerabilities and common misconfigurations. In fact, many companies struggle to both secure and actively monitor their on-premises backup software and storage against both ransomware and insider threats.

Unlike these solutions, **Druva's cloud-native architecture provides a resilient operational environment** that protects the backup platform and data and enables accelerated recovery from the cloud with capabilities such as workflow orchestration and recovery automation tools to improve response time, prevent reinfection, and reduce data loss.



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What Makes Druva Different?

Ransomware Business Challenges

- Backup infrastructure and data are primary ransomware targets
- Existing security tools don't provide 100% coverage
- Time required to find where malware exists in data
- Inability to quickly identify and restore uninfected backups or files
- Data loss due to inability to recover a complete data set
- Costly business downtime and brand damage
- Legal and regulatory fines from inadequate data protection

How Druva Solves Ransomware Business Challenges

- **Visibility into data anomalies and point-in-time recoverability:** Identify anomalies within backup data and choose the best snapshot for recovery with flexible recovery options
- **Malware and IOC scanning to find infected files:** Use built-in, anti-malware scanning or your own threat intel to scan snapshots for malware or IOCs before recovery so you know your data is clean
- **Orchestrated response using pre-built integrations and API-based integrations:** Leverage security orchestration, automation, and response (SOAR) integrations to standardize ransomware recovery playbooks
- **Automated recovery with curated snapshots:** Automatically find the most recent clean version of every file across multiple backups and compile it into a single curated snapshot to minimize data loss

Druva stops threats to backups with zero-trust architecture, immutable backups, and built-in security and observability across users, data, and activity.

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Get Started Now

It's important to start thinking about incorporating ransomware recovery into your backup strategy. Selecting the right recovery solution guarantees that your organization has a multi-layer defense plan in place to reduce the impact of ransomware. You will be far less vulnerable to expensive and debilitating ransom demands, saving your business costly downtime, brand damage, and data loss.

Don't worry about your backups. Ever.
Experience first-hand why Druva is the leader in data resiliency.



Free Trial ↗

Meet With an Expert ↗

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About Druva

Druva delivers data protection and management for the cloud era. Druva Cloud Platform is built on AWS and offered as-a-Service; customers drive down costs by up to 50 percent by freeing themselves from the burden of unnecessary hardware, capacity planning, and software management. Druva is trusted worldwide by over 4,000 companies at the forefront of embracing cloud. Druva is a privately held company headquartered in Sunnyvale, California and is funded by Sequoia Capital, Tenaya Capital, Riverwood Capital, Viking Global Investors, and Nexus Partners. Visit Druva.com and follow us @druvainc.

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Druva® delivers Data Protection and Management for the cloud era. Druva Cloud Platform is built on AWS and offered as-a-Service; customers drive down costs by up to 50 percent by freeing themselves from the burden of unnecessary hardware, capacity planning, and software management. Druva is trusted by thousands of companies worldwide, including over 50 of the Fortune 500. Druva is a privately held company headquartered in Sunnyvale, California, and is funded by Sequoia Capital, Viking Global Investors, CDPQ, Neuberger Berman, Tenaya Capital, Riverwood Capital, and Nexus Partners. Visit druva.com and follow us on LinkedIn, Twitter, and Facebook.

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