SUCCESS STORY

HiTech Protects Client Servers During State of Emergency

Summary

On July 24, 2019 Louisiana declared a state of emergency after a series of ransomware attacks hit three of the state’s school districts. As the provider of managed IT services for the North Louisiana area, HiTech Computers went into high alert for all of their customers, making sure that everything was as tight as possible. Working with Carbon Black as their managed endpoint protection solution, HiTech was able to verify that their customers were secure from attacks.

Jumping Into Action

HiTech began looking for the first published threat indicators: websites being hit with ransomware. They quickly discovered that one of their rural healthcare facility customers had been hit, but with further investigation—and threat hunting using Carbon Black’s insights—HiTech was able to find the fileless execution of a powershell script that had been installed two weeks ago.

With all of the logged activities on the server, HiTech identified exactly how the ransomware got in, and they were able to also identify the actual program that allowed access to the system via a remote access control. Having the ability to understand exactly what had happened allowed HiTech to use those threat indicators to see what had happened in their other customers’ systems. In a matter of minutes, they were able to look through the systems of another organization with several thousands of endpoints and verify that they hadn’t been compromised. “That’s not something that most MSSPs can say if they don’t have the capabilities that [Carbon Black] has” said Richard Raue, CEO of HiTech.

HiTech worked with Carbon Black and used remote access tools to globally kill policies across their clients. This came in handy during the state of emergency, as HiTech was able to easily check that all of their customers were secure. Once they validated this, Raue and his team sent emails out to their customers explaining the actions that HiTech had proactively taken to save them from being exploited.

HiTech brought this information to one client in particular, D’Arbonne Woods Charter School. Within a matter of a few hours, the team was able to verify that none of the threat indicators were found on their devices. If they had run through the processes outlined by the state, the school would have had to
“We have seen [Carbon Black] shut down ransomware. We believe in it 100%.”

Richard Raue
CEO
HiTech Computers

Within the past few years, HiTech Computers has worked closely with Carbon Black to provide its customers with the latest in endpoint security solutions. Carbon Black has been instrumental in helping HiTech protect its clients from the latest cyber threats, including ransomware and malware attacks. HiTech's customers have seen firsthand the benefits of having a partnership with Carbon Black, as the company has been able to help them secure their environments and protect against the latest threats.

HiTech Computers has been using Carbon Black's ThreatSight and CB Defense to monitor and detect potential threats in real-time. The company has found that Carbon Black's solutions are able to quickly identify and stop potential threats before they can cause harm to its clients. This has allowed HiTech to provide its customers with peace of mind, knowing that their data and systems are protected.

According to Raue, Carbon Black is a product that you put into your environment if you really care about your security and you’re willing to throw the resources at it to make it work for you. HiTech can use those resources to customize the product to the users and their organizations, providing value for their customers. “We have seen [Carbon Black] shut down ransomware” says Raue. “We believe in it 100%.”

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