STEADY NETWORKS

Predictable IT for Business

Steady Networks doesn't just provide IT Support and Cybersecurity, we lay the foundation to help companies grow by providing Peace of Mind.

Moving Business Forward

Case Study

MEDICAL PROVIDER'S MOVE TO THE CLOUD

When this local finance firm was faced with aging hardware coupled with an increasingly remote workforce, Steady Networks provided a frictionless path to the cloud.

Now work from anywhere is providing a sunny future for employees, management, and the bottom line.

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HEADLINE

This local financial planning firm was faced with a dilemma: aging hardware, increasing Cyber concerns, and COVID-19 protocols that sent much of their staff home for months.

Industry
Government Contractor

Company Size
30+ Employees

Incident
Ransomware Attack

Their IT Support Provider Was Scared. When this firm's CEO and her team discovered they had been infected with ransomware, she called her IT support to find out what to do. "We had an IT company we had used for years that was fairly inexpensive," says this firm's CEO. "I felt like the guy I had didn't know what to do. He seemed more scared of it than I was."

As they slowly realized the extent of the ransomware infection, it became clear that her IT support provider hadn't been properly protecting their systems, nor would he be capable of doing much to limit the damage and cost of dealing with the attack. She had signed a Cyber Liability Insurance policy just 10 days earlier. While this didn't prevent the attack, it did get her the tools needed to get her back on track, including **the insurance provider's recommendation: to call Steady Networks.**

"Steady Networks came in with a plan," said the CEO. "They built a roadmap to get our data moved from our compromised servers to the cloud." Steady Networks migrated the recovered files to the Microsoft secure cloud and added multiple security controls to prevent a repeat attack. They also created an Incident Response Plan and worked through the plan with the CEO and other stakeholder's to provide a better understanding of what to do in

You Don't Know What you Don't Know

The CEO had opted for the previous IT support provider at the time of the ransomware attack largely based on price. "Like I tell my customers, 'You get what you pay for'," said the firm's CEO. "Unfortunately, I didn't know how at risk we were. I called Steady Networks and we are in a much better position now"

As is often the case with cybercrime attacks like this, companies don't know how vulnerable they are until it's too late. Without the visibility that Steady Networks provides and the dedicated strategy and proactive measures they put in place, there's no way to measure how aligned a company is with the latest cybersecurity recommendations.

Prevention Is At The Heart Of The Process

From the very first interaction at the kickoff and onboarding, Steady Networks got to work on preventing the next attack.

There are layers of security any business can put in place to prevent Cyber-attacks, but each business needs to balance the cost of security with the benefit those security controls provide. That was the case with this government contractor as well. Since this customer had contracts with the Department of Defense, they had much stricter controls that needed to be followed and Steady Networks built a roadmap to implement them.

They overhauled the system over the following months - building up documentation, remediating security vulnerabilities and putting tools in place to help monitor the computer network. Even though much of their infrastructure moved to the cloud, their system became much more secure and able to meet the stronger requirements of the DoD.

Four Security Tips →

Security is important to every business today. Here are a couple of the top recommendations Steady Networks makes to every company - whether we work together or not!

Ave. Response Time

24 min

Over 3 months

Customer Satisfaction

99.1%

Over 3000 tickets

Speed

Our focus on prevention actually means faster response times for our customers. Because we deal with fewer issues than our competitors, we can deliver faster service to all of our customers and be there when you need us.

Happiness Delivered

Nobody's perfect, but we sure try hard to get there. We track our customer satisfaction with every interaction and last quarter received just shy of 100%. Which is good news, because there's always room for improvement.

01 Multi Factor Authentication
Add MFA (code texted to your phone) to your email, VPN and other logins. This one tip could save you from an attack.

02 Backup Management
More than just backup software, backup management verifies backups are working on a daily basis and tests that they work.

03 Patch Management
Those annoying updates? Totally worth it, but not set it and forget it. Make sure you have a trust/verify process to get it done.

04 Password Lockouts
Make sure your passwords lock after 5 attempts! This can stop hackers that are trying every password in the book!

Need More Info?

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