

# From Ransomware Crisis to Increased Revenue and Profits

## About the Engineering Firm:

The Engineering Firm (The Firm) is a full-service civil engineering, land planning, surveying, and landscape architecture firm. The Firm is organized into six divisions (Land Development, Surveying, Public, Special Services, Corporate Services, and Maryland) and has four production offices around the DC Metro area. The Firm provides services to clients in both the private and public sectors in the Mid-Atlantic and selected national and international locations.

## Challenge:

Like cascading dominoes, the engineering computers quickly froze one after another. The more The Firm tried to free themselves, the deeper the ransomware quicksand became. That is how it is designed. The onsite IT team was baffled.

## Solution:

Someone knew of a highly specialized domestic Cybersecurity and IT Managed Services company named 714 Technologies and called them. The 714 Cybersecurity Team immediately understood the urgency and traveled from different parts of the country and arrived next morning. Once onsite, 714 worked through the weekend analyzing threat vectors and vulnerabilities. They found how the hackers got in, how they were communicating across The Firm's network and how the double encryption worked. 714 even trapped the hackers in the system and sent all their identity info to the FBI and local authorities with appropriate evidence. 96% of all data including **100% of all critical data was rescued and retrieved**. The business was back up and running on Monday.



Then local high end, tech consultants were engaged who also could not figure it out. Helpless and desperate after 2 weeks of complete shutdown, The Firm paid \$30,000 in ransom only to find the files were double encrypted. Nothing was gained from removing the first layer of encryption. Contemplations of shutting the firm down and completely starting over gained momentum. But fortunes and reputations would be lost. What to do?

**“Through some connections we learned of a boutique IT Managed Services firm with a specialty in cybersecurity and digital marketing. 714 had an appropriate sense of urgency, arrived the next day (Friday) and worked through the weekend. In 2 business days, we went from considering scuttling the business to full operational capacity. It felt miraculous. Over the next few months, 714 retooled our technology and workflows in such a way that we increased productivity and billable hours so much that it nearly pays for 714’s monthly fee.”**

*CEO, Engineering Firm*



## How It Works for The Firm:

Once 714Technologies (714) is contacted by an interested party, information must be gathered: business goals, an understanding of issues and critical workflows, current technology environment, web site effectiveness and digital marketing desires, etc.

714 then provides a proposal with several levels of commitment from which to choose. There is usually a recommendation for an initial capital investment for upgraded equipment that 714 has found very effective and secure in today's demanding professional environments. In addition, 714 can propose ongoing services such as desktop support, vendor management, **cybersecurity**, network monitoring, enterprise backup and disaster recovery planning, web site and digital marketing review and other areas of IT Managed Services (ITMS).

714 has onsite and remote ITMS options to fit the needs and budget of businesses that want to outsource their entire IT department or simply augment their current staff with missing expertise.

## Benefits:

The Firm went from panic, chaos and shock to relief and amazement. 714 transformed The Firm's internal business environment. The employees were thrilled. The best quarter in The Firm's history soon followed. The benefits of using 714Technologies included:

- Spent less time managing IT functions
- Workflows improved
- Productivity and **billable hours increased**
- New clients added without additional manpower
- Network speeds increased
- Bugs and IT tickets fixed faster
- All technology vendors are now managed by 714 including phone, broadband, CRM and specialty software like AUTOCAD.

# IT MANAGEMENT ... AS A SERVICE

## LEARN MORE ABOUT 714TECHNOLOGIES'S ABILITY TO:

- **BETTER ALIGN TECHNOLOGY WITH BUSINESS GOALS**
- **INCREASE PRODUCTIVITY**
- **EXCHANGE TECH SUPPORT DISTRACTIONS WITH BUSINESS-FOCUSED MOMENTUM**
- **GREATLY REDUCE CYBER SECURITY RISKS AND CORPORATE ESPIONAGE (ADVANCED CAPABILITIES)**
- **AVOID DOWNTIME AND LOST DATA**

## REQUEST 714TECHNOLOGIES TO:

- **PROVIDE A TECHNOLOGY AUDIT AND PROPOSAL**
- **PERFORM A FRIENDLY CYBER INTRUSION TEST**

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