

**Case Study: RL Wurz Company**

**Great Lakes Computer Corp.**

**Ransomware**



Do you know what to do in the event of your network being taken for ransom? Take a quick moment to see how Great Lakes Computer Corp was able to help RL Wurz Co. regain control of their hijacked networks. There is no 100% guaranteed way to prevent ransomware attacks, but, with thorough data backup and a highly skilled IT firm on your side, they ARE possible to overcome.

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## Background

RL Wurz Company is an Ohio construction and restoration materials distributor, in business since 1933. The company prides itself on offering the latest construction and restoration products, LEED Certifications, Green Building Technology and Warranty Information that is so prevalent in today's building processes.

## Challenge

When logging into their systems for the day, employees received a pop up notifying them that all of their data was being held for a ransom of approximately 3.5 Bitcoins (< \$1500). They immediately called Great Lakes Computer. "We didn't have the level of expertise to deal with this. They were honest and quick to attack" said Tom Lavelle, owner of RL Wurz.

## Solution

The GLC tech who took on the situation, Kim Wallace, immediately researched the specific type of ransomware used in the attack. The options were to pay the ransom or, with good backup data, revert to a restore point prior to the hack. However, the ransomware had encrypted files in such a way that even the backup software wasn't working. The Lenovo server was out of warranty, but the Lenovo Help Desk still provided all assistance they could, which unfortunately wasn't enough. Investigating further, Kim found the backup software was branded Lenovo, but was actually built by another provider. He persevered and was able to find a 30 Day Trial version of the application that he loaded, tested, and verified, which allowed him to accurately read a recent backup tape.

## Result

RL Wurz was under a ransomware attack for 3 days. With the quick work of Great Lakes Computer, they were able to successfully restore their files and update the backup system. In the end, they lost just one day of data compared to losing all of their data files. "We are extremely happy. The service was outstanding. They were professional and quickly analyzed the situation properly. I could not have been happier with the outcome," said Lavelle.

