Defying Disaster Without a Shadow of Doubt

A 2021 Government Services Case Study

About Us

TrueCore Technology was founded in 2016 by two brothers who aimed to revolutionize the way small businesses interact with technology providers. With a wealth of experience in the industry, they witnessed the challenges faced by businesses in affording and implementing quality technical solutions. Inspired by this, the brothers set out on a mission to help businesses fully utilize technology.

TrueCore's Mission is to create enterprise-level solutions that are accessible and affordable for all businesses regardless of size.

- ☑ We understand the specific need of each client, tailoring our solutions to provide maximum business value

- ☑ We focus on delivering high-quality and cost-effective technology solutions driving growth, efficiency, and overall client success.

At Truecore Technology, core values drive our commitment to creating value for our customers through accessible and affordable enterprise-level solutions. We conduct our business with integrity, ensuring reliable and responsive service, and continuously strive to exceed expectations, delivering exceptional results that propel our clients' success.

Overview

In the world of technology, ransomware has become a common threat to businesses of all size. In fact, it is estimated that ransomware attacks occur every 14 seconds, and it is becoming increasingly difficult for organizations to protect themselves from these attacks. As a result, disaster recovery planning has become essential for any county treasurer that wants to remain competitive in today's digital world.

Recently, a county treasurer faced a ransomware attack that threatened to bring their operations to a halt. The critical data was encrypted, and their systems were completely locked down. In the face of this disaster, they knew they needed to act fast.

38% of County Governments Hit by Cyberattacks
In a 2018 report by the National Association of Counties (NACo) highlighted that 38% of county governments surveyed had experienced a cyberattack in the past year.

55% Surge in Local Government Cyberattacks
According to a study conducted by the Multi-State Information Sharing and Analysis Center (MS-ISAC) in 2019, there was a significant increase in cyberattacks targeting government entities. The report revealed that county governments experienced a staggering 55% increase in cyber incidents compared to the previous year.

Our Solution

When the county treasurer realized they faced a ransomware attack, they immediately reached out to TrueCore. A swift response was facilitated by our dedicated emergency hotline, ensuring minimal downtime and mitigating further damage.

First, TrueCore's team conducted a comprehensive damage assessment, identifying the extent of the ransomware's attack, Next, recognizing that the backups were compromised, the county treasurer was left without reliable recovery option. TrueCore's experts explored an alternative approach using Windows Shadow Volumes. Leveraging this feature, which captures periodic snapshots of the system, TrueCore was able to retrieve data from the captured snapshots. Carefully, the team of experts rebuilt the compromised systems, ensuring the integrity and functionality of the county treasurer's infrastructure.

TrueCore's technical expertise, swift response, and innovative recovery strategies played a pivotal role in the county treasurer's successful recovery from the ransomware attack. By combining their technical prowess with robust security measures, TrueCore not only restored the county treasurer's systems but also bolstered their resilience to withstand future cyber threats.

Tech Talk
TrueCore was able able to restore data using Windows Shadow Volumes, here's how:

Restoring from a shadow volume involves utilizing a feature in Windows called Volume Shadow Copy Service (VSS) to recover data that has been lost, deleted, or encrypted by ransomware. VSS creates snapshots or copies of files and volumes at specific intervals, capturing the system's state at different points in time. These snapshots, known as shadow copies, serve as a crucial resource for data recovery.

When a ransomware attack occurs and files are encrypted, the shadow copies may remain unaffected as they are stored separately from the primary file system. TrueCore's experts leveraged the shadow volumes to retrieve the encrypted data and restore it to its original state.

The restoration process starts by identifying the available shadow copies within the affected system. TrueCore's team utilizes specialized tools and techniques to access these shadow copies, extracting the required files and folders. As the shadow copies are read-only, the original encrypted files are not modified or affected during the recovery process.

Results

The prompt action taken by TrueCore's emergency response team ensured minimal data loss and enabled the county treasurer to swiftly resume normal operations with enhanced data protection measures in place, providing peace of mind and preserving the integrity of their critical information.

100 %
of Data Recovered and Restored

Following a successful recovery from the data breach and cybersecurity incident, the county treasurer witnessed a significant turnaround in their cybersecurity posture. With the assistance of TrueCore, they successfully restored their compromised systems, implemented robust security measures, and fortified their defenses against future threats.

Future Plans

Our vision revolves around expanding our service portfolio to meet the evolving needs of our clients. In addition, we aim to establish strategic partnerships with leading technology vendors to enhance our service capabilities and provide comprehensive solutions. Finally, we focus on developing expanding or expertise in niche areas to provide the best recommendations for our clients.

☑ Stay Cutting Edge: Proactively embrace emerging technologies and trends to ensure our clients benefit from the latest innovations and maintain a competitive edge.

☑ Foster Innovation: Continually drive innovation to deliver unique and transformative technology solutions.

"Disaster recovery and backups lie at the very core of our identity, as we believe in the importance of safeguarding business continuity and protecting critical data."

James Nonnemaker
Managing Director at TrueCore

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