



Name of organization
Alfa Kommun
& Landsting AB

Country
Sweden

Solution
Adaptive Defense 360
+ Advanced Reporting
Tool

Licenses
250

"You don't appreciate the magnitude of it before you become a victim. Adaptive Defense gets the job done!"

Situation

Kasper Lejon is an IT engineer responsible for IT security at Alfa Kommun & Landsting AB. Panda sales rep Victor Waenerlund called just at the right time in late summer 2016, when Alfa were looking for ransomware protection, having been the victim of a variety of attacks over the last six months. Until then, the problem had been solved using Shadow Copy, and an associated process had been developed that was set in motion every time it happened. This approach provided Alfa with adequate levels of preparation for each attack so they never needed to pay out any money, but it was unsustainable in the long term. Shadow Copying was taking a considerable amount of time, even though Kasper and his colleagues had become well-practiced in what to do and knew which directories to look in. They had gained this knowledge over time by drilling down into the tree structures – a task that originally took several engineers a whole morning and then, once the process was established, took one engineer several hours. In view of the relative frequency of the attacks, it was a significant amount of time that was spent on this in any case. Furthermore, users were affected as they were unable to use their computers while they were being 'decontaminated' and restored using backups.

The turning point and the decision to get rid of the existing solution came in relation to one particular customer, a newspaper, which was to receive encrypted files. What would happen if the files in this case were stolen and the sources were revealed? Alfa realized they didn't have any protection that would help in such a situation.

Solution

Thanks to Adaptive Defense 360 from Panda, Alfa has not even been affected, in contrast to the previous intervention needed. The service steps in when something is unknown; it cannot get through before being checked. It takes up to 24 hours, but most often less than an hour, until the person waiting can access the desired program. The alternative of establishing different settings in Windows is too time-consuming. This simply isn't done because it takes too long to shut down the entire environment and just keep open what's needed. It's an approach that only works in theory and requires too much intervention in practice.

Customer profile

Alfa Kommun & Landsting has been developing systems for the public and private healthcare sector since 1998. They are market leaders in electronic prescriptions, scheduling home visits and digital signing for work provided under Sweden's health and social care legislation.



Adaptive Defense 360 from Panda saves considerably more time and energy by adopting an automated approach. Every attempted attack is followed up by a report. This allows Kasper to see the profile that was affected and to trace it to the correct user so that it can be eliminated and any security vulnerabilities for future attempts can be addressed. Alfa can now see exactly what happened and where it came from. Usually, the culprit is an e-mail. An unsuspecting user receives an e-mail and allows the malware to run, but the system blocks it and the IT department gets the report about what it was trying to do.

This innovative protection method makes it impossible to execute an attack. It protects proactively, staying one step ahead of the hackers. Kasper Lejon continues: "You don't appreciate the magnitude of it before you become a victim. Now I understand this product much better, so there have been times when I've tried to sell it to people I know. One example was a friend whose company works with a Citrix-only environment. Until they're a victim themselves, they're not particularly interested in the product, but this will change if the environment is susceptible and they're attacked. I've also spoken to a medical clinic with two employees where it's extremely important to have confidential information backed up. Even for a company that's not very big, the cost for the service is small change compared to what can happen if their information is disclosed after a hack."

Alfa is, of course, making preparations for the entry into force of the new data protection legislation, the GDPR, in 2018. Advanced Reporting Tool, an add-on to Adaptive Defense, ensures that any attacks can be detected, and the entire hacking attempt is mapped. This is valuable information when a report is to be created, as the alternative of not knowing what happened and not being able to give an account of it may have very costly consequences.

Evaluation

How does Panda perform as a vendor? Kasper has contacted the Panda support team a few times – twice the experience was spot-on and even though one of the questions was complex, Alfa still got an excellent response. Panda rep Victor Waenerlund often gets in touch and is keen for Alfa to be a satisfied customer – a more likely outcome because of the close contact.

The expectations that Alfa had of the service have been exceeded. "Adaptive Defense gets the job done, so it's excellent," says Kasper. The overall impression is therefore "very good, especially the fact that we feel protected and the contact with Victor who delivers all the time. This is a service that works properly, I really believe in the product." Kasper Lejon concludes, "If anyone asks me what works I'm quick to reply 'Panda'."