



P: 360.450.4759

F: 360.450.4843

info@silverliningstechnology.com

9504 NE 41st Ave.
Vancouver, WA 98665

www.silverliningstechnology.com



Case Study: Rapid Ransomware Remediation for a Co-Manged Multi-Site Client

A regional client split IT support between a one-person local MSP (managing on-prem file servers) and Silver Linings Technology (managing cloud file- and application-servers). When attackers struck:

- **Local systems down 24+ hours.** The local MSP spent over a day trying—and failing—to decrypt or restore the on-site servers.
- **Cloud-connected systems at risk.** Ransomware began propagating to shared drives in the cloud, threatening the broader organization.
- **Business paralysis.** Staff across multiple locations lost access to critical files and applications.

Action

Silver Linings Technology took immediate control of recovery:

1. **Isolation in 1 hour:** We blocked the attacker's connection at the cloud perimeter, halting further encryption.
2. **Point-in-time restore (4 hours):** Using cloud snapshots, we rolled all data back to its pre-attack state—restoring full access within the same business day.
3. **Continuous operations:** Kept the application servers live on our platform so users could work even while on-prem remediation continued.
4. **Unified MSP strategy:** Advised the client to consolidate support under one co-managed model with Silver Linings, closing gaps that arose from split responsibilities.



Every cloud deserves a silver lining.



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“While the local MSP couldn’t recover the on-site servers after 24 hours, we had the cloud environment restored in under four.”

— Greg Shenefelt, Lead Engineer, Silver Linings Technology

Resolve

- **Zero ransom paid.** The client avoided what could have been a six-figure extortion.
- **Downtime slashed from 24+ hours to 4 hours.** Critical systems were online the same day.
- **Business continuity restored.** Staff resumed normal duties without data loss.
- **Stronger security posture.** The client now leverages Silver Linings as sole co-managed MSP for end-to-end protection.

Key Takeaways

- **Cloud backup snapshots** enable ultra-fast recovery that on-prem efforts alone often can’t match.
- **Immediate breach isolation** prevents lateral spread of ransomware.
- **Single MSP oversight** eliminates coordination gaps and accelerates incident response.
- **Proactive planning** turns potential disaster into a competitive advantage.



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