

SUCCESS STORY

# HiTech Protects Client Servers During State of Emergency



## LOCATION

Ruston, Louisiana

## COMPANY SIZE

11-50 employees

## INDUSTRIES SERVED

- + Healthcare
- + Finance
- + Government
- + Manufacturing

## SPECIALIZATIONS

- + HIPAA Compliance
- + Cyber Security
- + Network Security
- + Managed Services

## Summary

On July 24, 2019 Louisiana declared a state of emergency after a series of ransomware attacks hit three of the state's school districts. As the provider of managed IT services for the North Louisiana area, HiTech Computers went into high alert for all of their customers, making sure that everything was as tight as possible. Working with Carbon Black as their managed endpoint protection solution, HiTech was able to verify that their customers were secure from attacks.

## Jumping Into Action

HiTech began looking for the first published threat indicators: websites being hit with ransomware. They quickly discovered that one of their rural healthcare facility customers had been hit, but with further investigation—and threat hunting using Carbon Black's insights—HiTech was able to find the fileless execution of a powershell script that had been installed two weeks ago.

With all of the logged activities on the server, HiTech identified exactly how the ransomware got in, and they were able to also identify the actual program that allowed access to the system via a remote access control. Having the ability to understand exactly what had happened allowed HiTech to use those threat indicators to see what had happened in their other customers' systems. In a matter of minutes, they were able to look through the systems of another organization with several thousands of endpoints and verify that they hadn't been compromised. "That's not something that most MSSPs can say if they don't have the capabilities that [Carbon Black] has" said Richard Raue, CEO of HiTech.

HiTech worked with Carbon Black and used remote access tools to globally kill policies across their clients. This came in handy during the state of emergency, as HiTech was able to easily check that all of their customers were secure. Once they validated this, Raue and his team sent emails out to their customers explaining the actions that HiTech had proactively taken to save them from being exploited.

HiTech brought this information to one client in particular, D'Arbonne Woods Charter School. Within a matter of a few hours, the team was able to verify that none of the threat indicators were found on their devices. If they had run through the processes outlined by the state, the school would have had to



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*Richard Raue*

*CEO*

*HiTech Computers*

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shut down multiple days—taking time away from student learning and general operations. Carbon Black helped to cut this time down to just a few hours, which was massive for both HiTech and the Charter School. Following this, Raue went down to the school and taught a cybersecurity awareness class for teachers and staff about the state of emergency and the ransomware affecting the Louisiana school systems. D’Arbonne Woods Charter School’s Executive Director—Heath Murry—said, “Because of Carbon Black and HiTech, I think we are the only school who can confidently say that we were protected.”

### **An Additional Support Layer**

HiTech has partnered with Carbon Black since 2017, managing CB Defense and CB ThreatSight as part of their standard enterprise-wide MSSP solution. HiTech’s Managed Defense service fills a gap for smaller organizations who do not necessarily have the IT capacity to manage a full EDR solution. This service can either be fully managed by HiTech, or managed by the client—with HiTech stepping in as needed. Over the past few years, the co-managing capabilities have continued to grow, and they now allow for HiTech increase their visibility and collaborate more. The HiTech support team provides additional levels of support beyond Carbon Black’s internal support. This helps customers troubleshoot when something goes wrong. “We can be that partner that is there whenever they need [help]” says Raue.

### **Conclusion**

According to Raue, “[Carbon Black] is a product that you put [into your environment] if you really care about your security and you’re willing to throw the resources at it to make it work for you.” HiTech can use those resources to customize the product to the users and their organizations, providing value for their customers. “We have seen [Carbon Black] shut down ransomware” says Raue. “We believe in it 100%.”

Discover more companies who have partnered with Carbon Black visit: <https://www.carbonblack.com/partners/connect-program/>

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