

# Case Study: Rapid Response for Salem's Schools

## Neoscope Defeats Virus and Manages through a Crisis

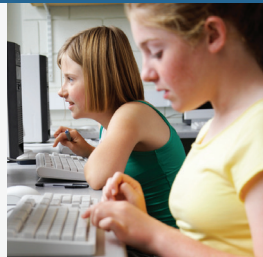
**Client:** Salem NH School District – SAU 57

**Challenge:** A severe and debilitating virus infected network serving 4,000 students; no in-house IT leadership to address issues.

**Solution:** Virus remediation, proactive network management, security and efficiency assessment, and interim IT leadership.

**Results:** Virus contained; security vulnerabilities discovered & closed; preventative technologies implemented; district staff trained; inefficiencies identified & cost-savings proposed; interim management of IT systems stabilized system for remainder of school year.

**“We were facing a disruption in business continuity.”**



*Our infrastructure just wasn't working for us. There were significant glitches that prevented us from accessing files, calling up pertinent functions, and our IT staff was simply at a loss... With the problems we had, and the rate of efficiency that Neoscope exuded in coming in and fixing the problems in our time of need, I'd recommend them to anyone.*

**Michael Delahanty**

**Salem NH School Superintendent**

### OVERVIEW

What does a 21st century school do without internet for a week? Or an IT director for many months?

How do 200 teachers report their grades when the district's network is down?

No email. No file access. And no fix in sight.

The 4,000 student, \$60 million Salem School District faced an IT meltdown in April 2013 when its nearly 100 servers and 2,000 desktops were maliciously infected with the Vobfus virus.

With no senior IT director on staff and after six days of in-house attempts to bring the network back up, Salem's Superintendent Michael Delahanty realized that he needed expert leadership. Neoscope was onsite the same afternoon.

72 hours later: email restored, website up, internet flowing. And the all-important report cards on track.

On the strength of its crisis response, Salem retained Neoscope to serve as both its short-term IT day-to-day leadership team and as a long-range planning and preventative maintenance consultant.

Neoscope insured a resilient, stable system for the remainder of the 2013 school year and supported Salem's new in-house IT director during his transition.

### KEY CHALLENGES

Neoscope discovered a complex and decentralized IT system with over 2,000 devices infected with a mutating supervirus that the world's leading security companies had failed to contain for over four years.

"The virus originated from a single workstation," said Neoscope CEO and founder Tim Martin.

"The Salem folks had spent several days finding the problem, with no luck. It was a needle in a haystack."

“We were facing a disruption in business continuity,” said Superintendent Michael Delahanty. “Our infrastructure just wasn’t working for us. There were significant glitches that prevented us from accessing files, calling up pertinent functions, and our IT staff was simply at a loss.”

Without an IT director to take the lead and a short network staff, Delahanty asked his team to identify an outsourced IT vendor who could help, and fast.

## RAPID RESULTS

Within 72 hours Neoscope stabilized the system and conducted forensic techniques that located the exact computer and user that brought the virus into the district. Important solutions delivered in those critical few days included:

- Eliminated Vobfus from all devices and servers
- Closed many undetected security vulnerabilities
- Instructed district IT staff on best practices for protecting and managing critical IT systems
- Identified several redundant systems and other inefficiencies in the overall network
- Returned school computing life to normal

## SOLUTIONS FOR THE FUTURE

With the system repaired and stable, Delahanty asked Neoscope to manage the day-to-day systems and to offer longer-term improvements and management solutions to prevent another attack.

Concurrent with running the now-stable and improved IT system, Neoscope provided Salem with an assessment of several critical issues and needed improvements. It revealed several opportunities for preventative action and efficiencies, including:

- Centralized System Management
- Knowledgebase & Documentation
- Standardized Antivirus Protection
- Secure Remote Access
- Ticket Support Portal
- Executive Reporting

While Salem’s new IT director is moving to implement on the recommendations, Neoscope remains involved with the district’s E-Rate program, providing an industry perspective on how to best leverage its IT funds to provide a 21st century learning environment.

## CUSTOMER APPRECIATION

What does Mike Delahanty say about Neoscope?

*With the problems we had, and the rate of efficiency that Neoscope exuded in coming in and fixing the problems in our time of need, I’d recommend them to anyone. They’re a great company, they’re very responsive, and I found Tim and his team to be incredibly available and helpful. I’d do it all again in a heartbeat.*

## ABOUT NEOSCOPE TECHNOLOGY SOLUTIONS

Neoscope Technology Solutions is a multi-disciplinary Information Technology consulting, services and products firm. Neoscope’s staff consists of certified senior IT professionals who understand IT as a vital component of core business functions. Using a consultative approach, Neoscope evaluates a client’s specific business requirements and then advises the client on the best practices technology solutions to accomplish their business objectives. Neoscope’s distinctive proactive managed IT services utilizes advanced tools and processes to keep all essential IT systems up and running to maximize employee productivity, increase customer service and reduce costs; **all at a predictable, affordable monthly fee.**