CENTRAL CLOUD

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NEWSLETTER

For your urgent attention: Ransomware

Dear Customers,

In an effort to further enhance our cloud's cyber defences, we want to highlight a common cyber-attack that you need to be aware of – ransomware.

Ransomware is increasingly being used by hackers to extort money from companies. It is a type of malicious software that takes over your computer and prevents you from accessing your files until you pay a ransom.

CentralCloud maintains controls to help protect your systems from this type of attack. But, with the ever-changing attack scenarios, we rely on you to be our first line of defence.

1. Patch your systems
2. Backup your data
3. Avoid opening public-facing ports

You're an integral part of keeping our network and our people safe from cyber threats!

Please let us know if you have any questions.

Regards,
Pedro Maia
Managing Director

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- **Two ways to help avoid a ransomware/malware attack**
- **Five reasons why backups are important**

Two ways to help avoid a ransomware/malware attack

1. Think before you click

The most common way that ransomware enters corporate networks is through email. Often, scammers will include malicious links or attachments in emails that look harmless. Avoid this trap by observing the following email best practices:

- Do not click on links or attachments from senders that you do not recognise. Be especially wary of .zip or other compressed or executable file types.
- Do not provide sensitive personal information (like usernames and passwords) over email.
- Watch for email senders that use suspicious or misleading domain names.
- If you are not able to tell if an email is legitimate or not, contact the sender to verify the correspondence telephonically.
- Be especially cautious when opening attachments or clicking links if you receive an email containing a warning banner indicating that it originated from an external source.

2. If something seems wrong, notify IT

If your computer is infected with ransomware, you will typically be locked out of all programs and a "ransom screen" will appear. In the unfortunate event that you click a link or attachment that you suspect is malware or ransomware, **please notify IT immediately.**

Five reasons why backups are important

Having a data backup and recovery plan is important to the overall success of your business. Without one, your business can suffer from permanent data loss, massive downtime, and unnecessary expense. A large majority of SMBs still feel as though they can go without a data backup and recovery plan. This is a huge mistake, here's why:

1. All data is a target.
Whether you're a dentist or an attorney, working at a Fortune 500 company, or building up a mom-and-pop shop, your data will always remain vulnerable to threats. Viruses, accidents, and punk teenagers halfway across the world are not picky. They will attack any business of any type, and they will do it to fulfil a vendetta, acquire sensitive data, or simply because they can. In fact, 43% of all cyber attacks specifically targets small businesses.

2. Losing data is easy.
The thing about data loss is that it's not always the direct result of a tornado or massive flooding. Instead, over half of all data loss incidents are the result of human error or hardware malfunctions – both of which are hard to prevent. In other words, data is incredibly easy to lose, and there are a variety of "everyday" situations that can make this happen.

3. Downtime is not fun.
When you lose data, one thing is certain: downtime. Without your data, it will be incredibly hard for employees to work. Imagine how difficult it would be to work without your mission-critical business applications or how much harder it would be to handle clients if you don't have any contact information or account status. In these situations, your business will be forced to do whatever it can to recover lost data. If you don't have a recovery solution, then your restoration efforts will become rebuilding efforts, starting from scratch to recreate whatever was lost.

4. Some data is invaluable.
If you lose data without a recovery option, then you'll be forced to start over with your data. However, some data simply cannot be recovered; it's irreplaceable. And when this happens, it will be much harder for your business to recover 100% of the information you worked so hard to gather, create and deliver.

5. Your reputation is important.
Imagine for a minute that you do lose irreplaceable data. How would you feel trying to explain this to your clients? And how exactly do you think your clients would feel; probably irritated and very nervous – maybe even annoyed enough to never do business with you again. Losing data will affect the way your clients (and the public in general) view your business and their relationship with you. They will think you lack professionalism, and they will feel as if you aren't capable of protecting their data.

Giving business access to class-leading computing that is secure and affordable. Journey with CentralCloud to the cloud.

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