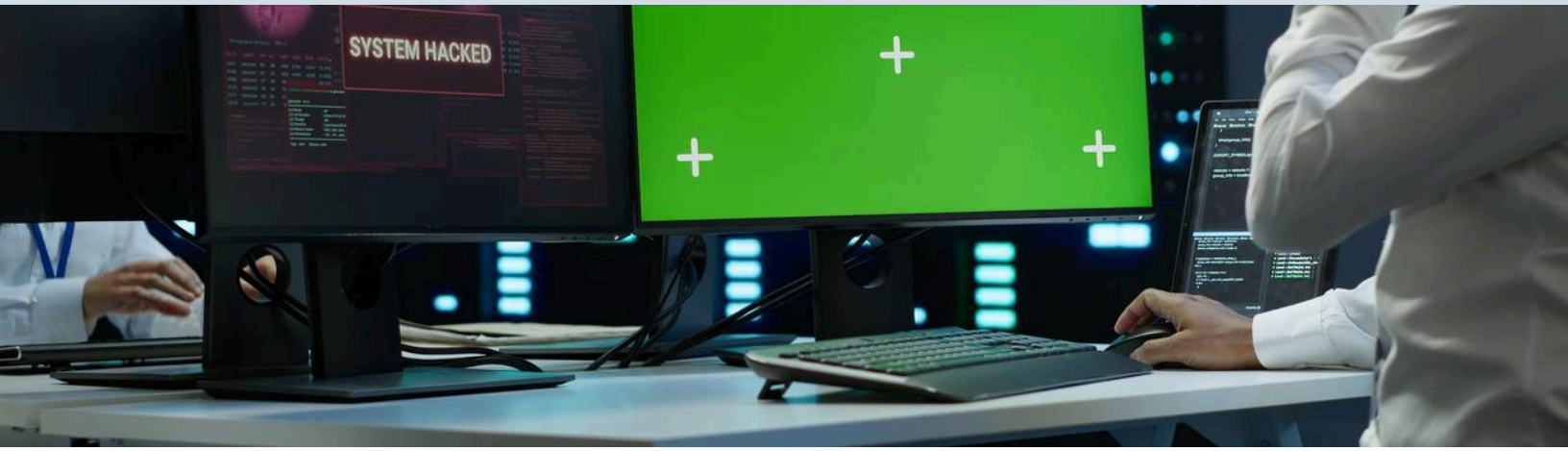
SilverTree

SECURITY CASE STUDY · NATIONAL NON-PROFIT

Dormant threat uncovered during transition triggers security overhaul

INDUSTRY	COMPANY SIZE	SERVICE / SOLUTION	ENGAGEMENT MODEL
Non-profit	Midmarket	Security	Managed services



The challenge

Following the successful completion of an IT Operations Assessment for a national non-profit, the organization's CIO selected Silver Tree to replace its incumbent managed services provider. The previous vendor had failed to meet core expectations, offering no visibility into IT assets, no defined SLAs, and unreliable performance.

During the transition, Silver Tree discovered that a ransomware attack had been launched from malware that had been lying dormant in the organization's environment, undetected and unresolved under the prior provider. The attack posed immediate operational, financial, and reputational risks to the organization.

Why Silver Tree

Silver Tree had earned the organization's trust through its strategic IT Operations Assessment and was awarded responsibility for transitioning and managing core infrastructure, security, and digital workspace services.

OUTCOMES

48 hours
To restore all operations after the ransomware attack

8 weeks
To complete the infrastructure and security transition, despite the active threat

No ransom
Paid: operations were restored without paying the ransom

2 years
Overall security risk mitigation plan, launched in phases over two years

Actions taken

Despite the active ransomware threat, Silver Tree kept the transition on track while leading the response to the attack.

01 **Completed the transition in eight weeks**

Silver Tree completed the infrastructure and security transition in just eight weeks, despite the active ransomware threat.

02 **Launched an emergency response**

As soon as the ransomware attack was discovered, the team launched an emergency response.

03 **Restored operations within 48 hours**

All operations were restored within 48 hours, without paying the ransom.

04 **Traced the source of the threat**

Silver Tree collaborated with a third-party forensics firm to trace the source of the threat.

05 **Launched a security risk mitigation plan**

An overall security risk mitigation plan was launched, phased over two years.

✦

Silver Tree's decisive response and leadership in navigating the ransomware crisis solidified client confidence and led to a long-term strategic partnership.

YOUR NEXT STEP

See how Silver Tree can do the same for you

Book a complimentary 30-minute Advisory Session with a Silver Tree leader. We will look at the challenges you are facing and show how we can deliver results like these for your organization.

Book an Advisory Session

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About Silver Tree

Founded in 2014 by Richard Ricks, Silver Tree Consulting & Services is an IT solutions and services integrator. We help midmarket companies unravel complex technology challenges, improve operational effectiveness, and unlock growth potential.

Our six practices, AI, data and intelligent operations, IT operations, security operations, business applications, and governance and management, are delivered through three service models: workforce solutions, solution consulting, and managed services.

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