



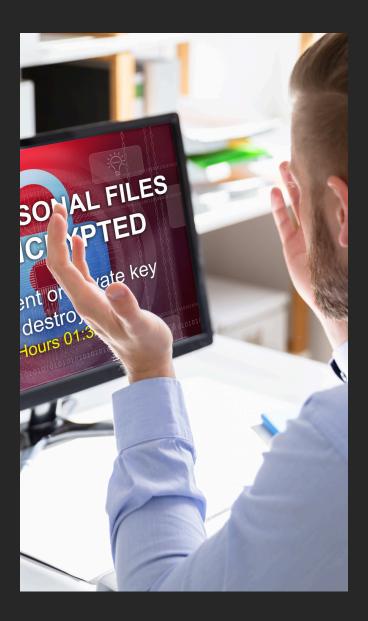
# CASE STUDY

### **CYBERSECURITY SOLUTIONS**

Responding Fast After a Cyberattack — SkyTide Assists Real Estate Firm in Ransomware Recovery

# **OVERVIEW**

A premier boutique real estate brokerage firm was hit by a ransomware attack just as they were reevaluating their IT strategy and transitioning away from their in-house technician.



### **CLIENT SNAPSHOT:**

#### **Industry:**

Real Estate & Property Management

Location: Vail, Colorado

**Size:** Mid-sized team supporting multiple vacation properties

IT Team: No in-house IT; previously reliant on ad-hoc support

**Services:** Cybersecurity risk assessment, layered security implementation, ongoing managed security services

**Challenges:** Increasing exposure to cyber threats, no centralized security, and limited visibility into vulnerabilities..

**Outcome:** Stronger cybersecurity, trained staff, reduced phishing risk, and ongoing compliance through proactive monitoring.

# OUR RESPONSE

SkyTide Group immediately mobilized to contain the threat and restore operations:

- Recovered business-critical database files thanks to existing file-level backups.
- Rebuilt all affected servers and had the firm operational within the same day.
- Identified and sealed the firewall gap that allowed the ransomware in.
- Deployed advanced cybersecurity measures, including Managed Detection and Response (MDR).
- Performed a full network audit to remove unnecessary open ports and improve overall security posture.

After recovery, the firm retained SkyTide as their long-term managed IT provider. With our managed services, they've transformed their reactive IT environment into one that's secure, proactive, and aligned with business growth.



## RESULTS AT A GLANCE



Full ransomware recovery within 24 hours



Major firewall and security gaps closed



No data loss due to intact backups



Deployed (MDR) Managed Detection and Response

Cyber threats don't wait. Neither should you.



## PARTNER WITH US



SkyTide jumped in immediately-even before we were officially a client. We were back up within a day.
Their team is now an essential part of our business.

Steven J.- Property Manager/Associate Broker



### WHY CHOOSE US...

SkyTide Group specializes in partnering with organizations just like yours to provide comprehensive IT leadership, innovative solutions, and long-term strategic planning.

We have a commitment to delivering tailored, reliable business IT solutions.

Let's see what we can do for you!

**CONTACT US** 

