



SkyTide



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.



SkyTide

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