



CARBONITE PARTNER SPOTLIGHT:

CARBONITE PARTNER SAVES DENTAL PRACTICE FROM RANSOMWARE ATTACK

Dr. Mark Alexander of Alexander Dental Group will never forget the morning his busy dental practice fell victim to a ransomware attack – in part because it couldn't have come at a worse time.

A key member of the office staff had recently quit and the search was on for a replacement. As a result, the team was shorthanded and life at the practice had been a bit chaotic. The last thing they needed was a nasty malware program locking up key IT systems and encrypting important digital files.

The problem began shortly after Dr. Alexander arrived at work, and an office manager reported that she couldn't access Easy Dental, the dental practice software that Alexander Dental uses to manage scheduling, insurance claims and billing.

By the next morning things had gotten worse. The ransomware virus had spread to additional computer terminals, encrypting patient files and paralyzing much-needed medical equipment, including a Patterson Dental Supply radiography machine that Dr. Alexander uses to create digital images.

That's when Dr. Alexander called in Owen Robbins, the owner of KRRS Systems Inc., an IT services provider and Carbonite Partner based in Twin Falls, Idaho. He quickly located the server where the ransomware virus originated and disconnected it from the network. Then he was able to delete all infected files – and ultimately restored clean versions from Carbonite's cloud backup service.

"If we had lost all of the records of our radiographs, and our schedule, and all the billing records – that would be a huge disaster. I don't know how you'd recreate that," Dr. Alexander said. "Owen and Carbonite saved us."

KRRS Systems to the rescue

One of the most experienced professional IT support organizations in southern Idaho, KRRS Systems prides itself on creating and managing highly customized and effective IT solutions for small and midsize business clients.

LOCATION:
Twin Falls, ID

SPECIALTY:
IT solutions & services

CARBONITE PARTNER SINCE:
August 2014

KEY BENEFITS:
Support for HIPAA compliance,
Great channel account
managers, ransomware
protection

"I went back to the dental practice after the ransomware incident and Dr. Alexander introduced me to a patient as the guy that saved his business. That was pretty cool." - Owen Robbins, KRRS Systems Inc.

KRRS provides its customers with many types of solutions and services including enterprise-wide networking, systems repair, database and mobile applications, messaging and collaboration infrastructure and custom application development.

KRRS believes that the right backup software is a key requirement in any IT environment. That's why KRRS is a Carbonite Partner.

Carbonite Partner benefits include:

SUPPORT FOR HIPAA COMPLIANCE

Dentists and doctors need backup solutions that provide support for the U.S. Health Insurance Portability & Accountability Act (HIPAA). Carbonite offers business solutions that support HIPAA compliance and can provide its covered entity customers with a Business Associate Agreement.

EXCELLENT CHANNEL ACCOUNT MANAGERS

Every Carbonite Partner gets a dedicated and highly trained Channel Account Manager. The account manager's job is to support partners by providing helpful marketing materials and answers to any questions related to subscription pricing, product bundling, special promotions and more. Partners also have easy access to Carbonite's award-winning, U.S.-based technical support team, which is available seven days per week.

GREAT SUPPORT

Carbonite offers powerful backup solutions at a price that makes sense for KRRS Systems and its clients. Carbonite solutions are automatic, reliable and easily-bundled with complementary software and hardware products. Plus, Carbonite regularly offers attractive promotions and discounts designed to help partners improve the bottom line.

TOP-NOTCH RANSOMWARE AND MALWARE PROTECTION

Carbonite Partners are able to offer their clients the ultimate protection against ransomware and other malware attacks. If a client's files get locked up due to a Crypto virus or some other form of malware, all the partner needs to do is delete the infected files and restore clean versions from the Carbonite backup. With Carbonite, there's no need to pay the ransom.

"I went back to the dental practice after the ransomware incident and Dr. Alexander introduced me to a patient as the guy that saved his business," Owen recalled. "That was pretty cool."

LEARN HOW TO BECOME A CARBONITE PARTNER TODAY.
[CARBONITE.COM/PARTNERS](https://carbonite.com/partners). 877.391.4759