

Progressive Computing Restores 100% of Data Following Kaseya Attack

Standardizing on Axcient x360Recover for rapid recovery after widespread ransomware encrypts EVERYTHING.

“We’re scoring this as a 100% victory. Not only did Axcient’s technology work flawlessly, but the support staff that helped us get through that process was just amazing. They were very compassionate about our situation. We had calls not only from Axcient technical staff, but even senior members reached out to ask, ‘What else can we do to help?’”

– Robert Cioffi, CTO & Co-Founder of Progressive Computing

The Reality of a Total Ransomware Takedown

On the Friday before a long 4th of July weekend, Robert Cioffi, CTO and co-founder of Progressive Computing, discovered a massive ransomware attack on the MSP and all of its clients. Capitalizing on the holiday, hackers executed REvil Sodinokibi ransomware to exploit a flaw in Progressive Computing’s RMM platform. According to Kaseya, the supply chain cyberattack hit at least 50 MSPs and spread to between 800 and 1,500 businesses worldwide.

Armed with Axcient x360Recover for **business continuity and disaster recovery** (BCDR), Cioffi felt confident restoring average ransomware attacks and was elated to see the solution’s recovery capacity expand to this level of RMM infiltration. Cioffi explains:

“This could have put us out of business, and many of my customers out of business, simply because of the scale and magnitude. **Maybe we were being naïve about the reality of something like this happening, but we never thought about our ability to respond on a mass scale.**”

Total Recovery = x360Recover + Axcient Support + The MSP Community

Luckily, Progressive Computing signed its cybersecurity insurance policy just four days before the attack, providing critical protection for the MSP and its business operations. Cioffi points out, “**While every MSP should have cyber insurance, that protection does not extend to clients. MSPs must encourage all of their clients to have their own policy covering their SMB.**” Progressive Computing collaborated with its insurance provider to determine the best process for recovery. Based on independently verified logs, Progressive Computing knows the attack started at 10:49 a.m. Using

x360Recover



THE RESULTS

100%

100% recovery of 2,500 encrypted endpoints across 80 clients.

100%

100% restore of 250 servers and over 22,000 PCs in 200 locations across 7 time zones.

17

17 calendar days from attack to restore.

0%

0% of data lost.

\$0.00

\$0.00 paid in ransom.

that information and Axcient's 15-minute recovery point objective (RPO), technicians restored servers from 8 a.m. on the day of the attack.

From a mathematical perspective, the recovery effort would require the MSP to triple overnight. With almost 99% penetration, everything had to be completely destroyed and installed from scratch. Robert says, **“Axcient really stepped up. Not just as a technological solution but as a company that showed great care and compassion when we were in our darkest hour. The technology worked perfectly, and we recovered all 250 of those servers back to their original state. We didn't lose any data.”**

Additionally, Cioffi had spent years forming connections through peer groups and a strong sense of channel unity. With extra help from T3 techs, engineers, and MSP leaders, what would have taken Progressive Computing two to three months only took 17 calendar days with the community's help. Robert explains Axcient's role:

“Hopefully, Axcient is your go-to BDR, disaster recovery, and business continuity partner because they are invaluable to us. They assigned us some high-level engineers who were on the ready, walking us through some problems and helping us understand what a full-scale recovery would look like. You need strong vendors like Axcient to back you up.”

Unlike most ransomware attacks, one of the hackers, a 22-year-old Ukrainian national, was extradited and arraigned in a Dallas court. Cioffi read a Victim Impact Statement at the trial, hoping to influence the judge's

sentence on behalf of the MSP community and other victims of the attack.

Lessons Learned from the Large-Scale Attack

In addition to the community support Progressive Computing received, Cioffi largely credits platform standardization for their success story. From a profitability, efficiency, and scalability perspective, Cioffi's top advice is to standardize on a single platform. He says, “I'm the example of why you should only have one vendor. Your technicians get to master that solution – rather than juggling five different DR technologies. The recovery efforts would've taken considerably longer if we had multiple DR technologies.”

Looking ahead, Progressive Computing is focused on educating clients about additional protections, like workstation backup and centralizing on a server. The MSP is spinning up more **x360Recover Direct-to-Cloud** deployments for hardware-free BCDR, reinforcing its Axcient stack, and growing its disaster recovery preparedness.

“We all know that disaster recovery is a critical part of the solution stack – but like any product, it needs to be tested. And it's very difficult to test these things unless you're in a real-world scenario. From direct, personal, and professional experience, I can tell you that x360Recover works. Without that technology, we would not have been able to restore our customers as fast and completely as we did.”

How would your MSP recover from a total ransomware takedown?

See how Axcient x360Recover delivers rapid disaster recovery capabilities:

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ABOUT AXCIENT:

Axcient is an award-winning leader in business continuity and disaster recovery for Managed Service Providers (MSPs). Axcient x360 provides one platform for MSPs to Protect Everything™, and includes BCDR, Microsoft 365 and Google Workspace backup, and secure sync and share. Trusted by more than 4,800 MSP partners worldwide, Axcient protects business data and continuity in the event of security breaches, human error, and natural disasters.

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