

Benefits

The Ricoh RansomCare solution gives Coventry CC one of the best defences against ransomware currently available on the market. It is quick and easy to install and has minimal impact on IT infrastructure and performance. Compared to the impact on services, business continuity and cost of dealing with a ransomware attack, it represents very good value for money. Even if there is an attack RansomCare stops it instantly before it causes significant damage. It is protecting the data the council uses to deliver services from highways and education to social care and finance.

Griffiths says, “Hopefully, Coventry CC will never suffer a ransomware attack, but Ricoh’s RansomCare solution is like an insurance policy. If we didn’t do this and had an attack, we’d have to justify why, for the cost of the solution, we could have prevented months of system lock down and millions spent repairing data. Now we have something that should a ransomware attack by-pass our front defence, we have further assurance about how we can manage the impact.”

One of the key benefits has been to counter the impact of the COVID-19 lockdown. The council recognised that there was a heightened risk with more staff working from home. Despite robust security systems, the biggest risk to any organisation is user error such as clicking on a link in an email, accessing dangerous websites or inserting an infected USB driver. This increases when people are away from an office and less mindful of security practice.

Griffiths adds, “RansomCare is there to protect the network in case something happens to get in. It may never be used. But with the concerns around the world about the growth of ransomware attacks and cyber criminals getting ever more creative we are doing more than most people to protect the council, its data and the services it delivers.”

Ricoh Solution/Products

- RansomCare
- Bullwall software
- Ricoh consultancy and training services

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Gary Griffiths, ICT Engagement Lead, Coventry City Council

