RICOH
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CASE STUDY:

Proactive defense against ransomware

COMPANY PROFILE

Carbotermo was founded over seventy years ago as a small, family-owned company supplying fuels and providing maintenance services for thermal plants. Over time it has built up a solid position in the Italian energy services market.

In particular, the company deals with the design, construction and maintenance of heating and air-conditioning systems, and its clients include both public sector bodies (such as hospitals and municipalities) as well as private companies.

Carbotermo is based in Milan and has more than 400 employees. Research and development has been a major focus since it was founded. It aims to be an innovator within the energy sector and to ensure high quality standards for its 2,600 clients.

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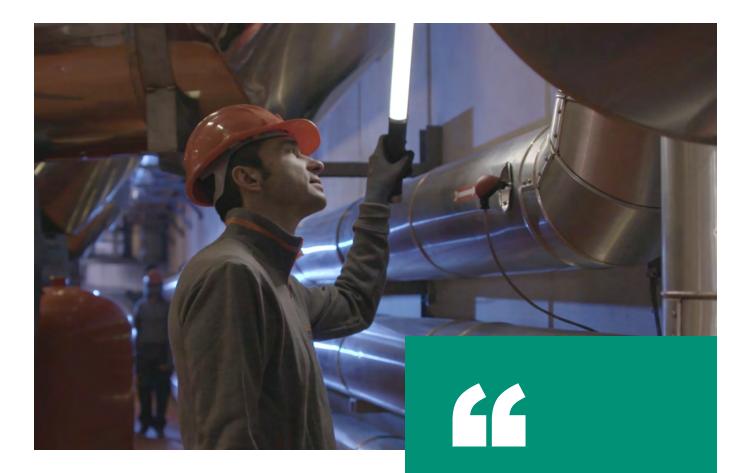> *Fabrizio Zinni, Head of IT, Carbotermo*
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OBJECTIVES

Over the years, IT has played an increasingly important role at Carbotermo, with the objective of supporting the business and guaranteeing the proper operation of company resources, within a context of digital transformation.

As Fabrizio Zinni, Head of IT explains, "Over time we have expanded our infrastructure and improved the technologies and applications available to users. IT innovation obviously cannot disregard cybersecurity, an aspect that we enhanced using solutions for DNS control, immutable backup and disaster recovery. Recently however, we realised that we weren't ready to engage with one of the main forms of malware currently threatening organisations: ransomware".

In order to overcome this challenge, Carbotermo approached Ricoh Italy, which proposed the solution RICOH RansomCare powered by BullWall.

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PROJECT

Fabrizio Zinni continues: "The professionals from Ricoh Italy carried out a detailed demonstration of the solution, during which several possible attack scenarios were simulated and dealt with. We immediately realised its enormous potential. In order to verify operational feasibility in detail, a 'Ransomware Assessment' phase was launched, during which we specifically tested the platform in order to understand how it works and how it behaves within our particular environment. Once this phase had been completed, full operational roll-out started".

SOLUTION

BullWall is a provider of cybersecurity solutions focusing on ensuring protection for data and IT infrastructure during any type of ransomware attack.

RICOH RansomCare powered by BullWall is a centralised solution capable of resolving zero-day ransomware vulnerabilities within a couple of seconds, preventing both encryption as well as data theft.

In practice, the network shares of the file server that manages all the company's data were configured for monitoring at Carbotermo. This enables the solution to monitor the IT environment in real time and, if it identifies any anomalies, to block and isolate the compromised devices from which an attack has been launched within a matter of seconds.

The IT department is instantly alerted and, in the event of any particular complex problems, an automated message is also sent to Ricoh so that it can intervene quickly and carry out the appropriate checks to restore the blocked system.

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Fabrizio Zinni, Head of IT, Carbotermo

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BENEFITS

- Fast installation and configuration

- Proactive engagement with threats

- Fast response to attacks before any impact on operations

- The solution does not slow down network, infrastructure and device performance

- Transmission of automatic alerts

- Dashboard monitoring

As Fabrizio Zinni explains, "The aspect that most struck me is the fact that the solution operates in full autonomy, without any need for external intervention. This is fundamentally important for us: the IT department is already busy maintaining the infrastructure and dealing with technologies, so it would be too much for us to deal with this as well".

The manager also stresses the constant support received from Ricoh Italy: "We're never left on our own, which previously happened in the past with other IT providers. The professionals at Ricoh have provided us with know-how and expertise that it would have been inconceivable for us to acquire internally. This means we can sleep soundly as far as security is concerned."

ABOUT RICOH

Ricoh is empowering digital workplaces using innovative technologies and services that enable individuals to work smarter from anywhere. With cultivated knowledge and organisational capabilities nurtured over its 85 year history, Ricoh is a leading provider of digital services, information management, and print and imaging solutions designed to support digital transformation and optimise business performance.

Headquartered in Tokyo, Ricoh Group has major operations throughout the world and its products and services now reach customers in approximately 200 countries and regions. In the financial year ended March 2022, Ricoh Group had worldwide sales of 1,758 billion yen (approx. 14.5 billion USD).

For further information, please visit www.ricoh-europe.com

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