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BILTHOVEN BIOLOGICALS

Bilthoven Biologicals strengthens ransomware protection with Commvault and Metallic

Bilthoven Biologicals
Cyrus Poonawalla Group

Dutch healthcare company resumes operations after cyberattacks.

CHALLENGE

- Users were unable to access files due to ransomware attacks
- Need a disaster recovery plan to prioritize important services and maintain operability while minimizing impact on critical vaccine production process

SOLUTION

- Adopted Commvault® Backup & Recovery to easily recover data in Microsoft 365 and the virtual environment across multiple offices and the factory
- Integrated with Metallic® Recovery Reserve™ Cloud Storage to improve data security and strengthen ransomware protection

RESULTS

- Resumed all services in days after the attack
- Reduced steps needed to restore a virtual machine or backup copy with an intuitive dashboard
- Strengthened data security and protection in the hybrid environment
- Enabled rapid recovery of data, ensuring continuous manufacturing operations

Industry:
Healthcare

Location:
The Netherlands

Website:
www.bbio.nl/en

At a glance:

- Leading Dutch vaccine manufacturer
- Produces a range of high-quality polio vaccines to prevent life-threatening diseases

Key assets protected:

- 60 TB of data
- 300 virtual machines
- Microsoft 365 data
- Microsoft Active Directory

The backup environment:

- Commvault Backup & Recovery
- Metallic Recovery Reserve Cloud Storage

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>
> **Paul Vries, IT Consultant**
> Bilthoven Biologicals

MITIGATING RISK OF RANSOMWARE ATTACKS

Established by the Cyrus Poonawalla Group after the privatization of the Netherlands Vaccine Institute in 2012, Bilthoven Biologicals (BBio) develops and supplies polio vaccines to the World Health Organization, UNICEF, and many countries worldwide. With a team of motivated experts working around the clock, BBio delivers affordable, high-quality vaccines that help prevent life-threatening diseases.

To continue its mission of making vaccines for a better world, it's critical for BBio to protect its data against ransomware attacks and ensure seamless manufacturing operations.

"Ransomware is not something that you can prepare for fully as you don't know when it will strike. Bad actors only need to find one weak spot to attack your organization's data," said Paul Vries, IT Consultant, Bilthoven Biologicals. "Being the IT department, we always have to make sure that everything is secure. With Commvault, we can build a defense mechanism to prevent cyberattacks and enable rapid recovery."

RESTORING DATA WITH EASE

BBio experienced its first major ransomware attack on September 21, 2022. It started with some calls from users who were not able to log in or access their files. After conducting some searches, Vries discovered a ransom note saying that their files were encrypted and demanding payment to get them decrypted.

"The ransomware spread through the domain field and the factory. Basically, everything connected to the Active Directory was compromised," said Vries. "We had to move quickly to stop the spread as we weren't sure of the exact scope of the impact."

Vries immediately connected with BBio's management and cybersecurity team, as well as KEMBIT, the company's managed service provider, to analyze the situation and determine the next actions. Their first response was to disconnect the network and shut down the servers and virtual machines infected by the attack, while leaving unaffected machines on to minimize the impact on the vaccine production process. Another important step was to inform employees what was happening so they understood the criticality of the situation.

On the second day of the attack, Vries and the team was able to get the Active Directory and the Commvault environment back online. After rebuilding the Commvault Backup & Recovery console, Vries said it was easy and straightforward to restore service.

"We love the simplicity of the Commvault dashboard. With just a few clicks, we can restore a virtual machine or backups after an attack which is vital in our line of work as a pharmaceutical company with very sensitive data," said Vries. "Commvault gives us confidence that our data is safe and our important services can be up and running quickly."

As Commvault was so easy to use, the team could take turns restoring the company's services throughout the night and until everything was restored. Thanks to the partnership between the IT team, KEMBIT, and Commvault, BBio was able to fully restore service across multiple offices and its factory in just nine days.

"If we didn't have Commvault and the backups were not made before the attack, the situation could have been much worse," said Vries.

> "Commvault gives us confidence that our data is safe and our important services can be up and running quickly."

Paul Vries, IT Consultant
Bilthoven Biologicals

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BUILDING A DISASTER RECOVERY PLAN

Since the ransomware incident, BBio and the IT team learned some important lessons.

"We didn't have a recovery plan in place before the attack," said Vries. "We are now working with Commvault to build a disaster recovery plan so we know better what is important to get up and running first, and in what order."

> With Commvault and Metallic, we can easily manage, protect, and recover data in the cloud and on-premises, even in the worst-case scenario."
>
> Paul Vries, IT Consultant
> Bilthoven Biologicals

Some files were not encrypted during the attack because BBio moved the media agents outside the domain. With the switch to Microsoft 365, the company is also implementing Metallic Recovery Reserve Cloud Storage with Commvault Backup & Recovery to further simplify backups for the hybrid environment and strengthen ransomware protection.

"With Commvault and Metallic, we can easily manage, protect, and recover data in the cloud and on-premises, even in the worst-case scenario," said Vries.

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