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Two years ago we were using the IT services of a local company, which had come highly recommended, and were assured that we were secure only to find out, the hard way I might mention, that our entire network was completely vulnerable. When this company designed, built and installed our network, we purchased a tape back-up system as well as a Snap Server that resided at my home, where the server was to back itself up every night. This way if we lost everything at our office to fire or some other catastrophe, we would simply use the data from the Snap Server to continue business.

We had an issue arise where the data file from our accounting software, (which runs our entire company), was unable to be located on our system by the program. I called in our IT folks, who searched for the file and when unable to locate it on our server, used the back-up tape to restore the data base. This should have corrected the issue; however the data on the tape was not verified before being dumped into the program. When the file was opened we learned that the data was over 3 months old and that the tape back-up had never worked. Again, this should have been a small inconvenience, as I had the Snap Server at my home.

I went home, removed the Snap Server and brought it to the office to have the data files transferred to our server. When the Snap Server was hooked up to our network, we found out that it had NEVER backed up any data. I had lost 3 months of my company's financial history due to the ineptness of our IT provider.

As a last ditch effort, I hired an IT forensic specialist to try and find the data on the hard drive using very sophisticated software. It turned out that since the unverified data had been dropped into the program, there were no trace files as they had been written over. During this forensic exploration into our system, it was also discovered that our firewall had been opened up and our server was out there for the world to see and use. Foreign film files were found hidden on our server and apparently we were hosting several sites for outsiders unbeknownst to us.

We were given the name of a firm to help us get back on our feet. This company was FE4, now know as NDSE. Frank and Moe came in and talked to us about what they recommended to get us back up and running as well as protecting us from future attacks. They replaced all of the hard drives on both our server and all the workstations. Their work was almost seamless. They worked nights and weekends so that we would be able to try and manually rebuild our lost financial data base, from paper trails, and continue to run the company.

They installed a firewall that is virtually "Bullet Proof". I have total confidence and respect the integrity of Frank and Moe and have and will continue to refer them to companies seeking expert IT services.

It's very reassuring to receive a call from Moe advising me that we had a data back-up the night before with exception. This alerts me that someone did not close the financial software before leaving the night before and allows me an opportunity to manually back-up the data. I feel like they are always there looking over my shoulder. This is one "Big Brother" that I would recommend to anyone.

Dee Straub
VP / COO