

Ransomware Attacks Initiated IT Outsource for **The Fine Cheese Co.**



 **Xperience**

THE FINE CHEESE CO.
BATH & BELGRAVIA



The Challenge

Global wholesaler, retailer and exporter of artisan cheeses and biscuits; The Fine Cheese Co. were hit with a number of security ransomware attacks that prompted them to re-evaluate their entire IT strategy.

With a large percentage of their business being conducted online, as well as having a global supply chain, it was imperative that The Fine Cheese Co addressed the security breaches and IT outages that had been negatively impacting their business.

John Siddall, Owner & Director of The Fine Cheese Co explained "We had been hit with a series of security attacks, most notably, ransomware, where the attackers corrupted our data and then demanded money in Bitcoin. We had actually paid two of the demands, but then we were hit by a really major one and they wanted over £20,000 in Bitcoin.

THE FINE CHEESE Co.
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| Client: | The Fine Cheese Co. |
| Contact: | John Siddall, Owner & Director |
| Industry: | Wholesale and retail |
| Solutions: | Cybersecurity Solution |

The Fine Cheese Co. based in Bath, was established in 1995 and is a maturer, wholesaler, retailer and exporter of artisan cheeses from the UK, across Europe and America.

Along with it's sister company, Artisan Biscuits, the company engages with customers online, wholesale through 600 delicatessens, as well as through farm shops and a chain of their own cafes.



The Challenge Cont'd...

We decided not to pay it, but it meant that we were extremely vulnerable and due to a lack of communication with our existing public cloud provider, we didn't even know where our data was being kept."

Siddall added, "We had been working with our incumbent IT supplier for a number of years, but they tended to blind us with technology jargon. They also left us without vital protection in the form of disaster recovery, business continuity, or security planning.

It had become clear to us, given our ambitious expansion plans including the implementation of a new ERP system, that we needed a new approach to our IT."

"We received a response from Xperience to our tender brief and the subsequent meeting was a breath of fresh air for The Fine Cheese Co." said John Siddall, "We received a warm welcome and immediately felt comforted. They listened to our concerns and explained the terminology to us in a way we could understand."

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"We are an international business, if I'm overseas and can't access my systems, I know I can call Xperience and they will always answer me. We know the team are at the end of the phone for us."

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The Solution

To address the immediate vulnerabilities within the IT environment, Xperience migrated The Fine Cheese Co. data, applications and systems to its private cloud platform.

This provides a highly available and secure service delivering back-up, disaster recovery as well as directly addressing the businesses critical security issues.

With the business's two main sites around 300-miles apart, the staff, particularly management, were spending a lot of time travelling for meetings.

A cloud based unified communications solution was also implemented to reduce time and cost of travelling by utilising video conferencing, Instant Messaging, VoIP and free inter-company calling.

A 24/7, comprehensive IT management service was also implemented to provide monitoring and proactive IT fault resolution. The vast majority of IT issues within the business are now resolved remotely by Xperience with little or no impact to The Fine Cheese Co.



The Results

With multiple security breaches and outages costing thousands of pounds, The Fine Cheese Co. knew their IT infrastructure was no longer fit for purpose.

It was also clear their incumbent IT partner was not providing a service level appropriate to maintaining their existing business, let alone supporting future expansion plans.

John Siddall stated "I have seen great benefits with the new partnership with Xperience, I barely understood what cloud computing was before I met them. They take the newest ideas in IT and explain them simply, so I can understand how they will benefit my business."

"Xperience assured us that the service transition would be seamless and they were definitely true to their word. We have some complex IT requirements, particularly as we expand into new locations and buildings. Working with Xperience has taken all the worry about IT away. Their support service is great, we get no complaints from our employees and we are very impressed."

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