



LBMC CLIENT SUCCESS STORY

“Their monitoring services are absolutely amazing...”

*- Noemi Jacobs
Manager of IT, Lochinvar*

Answering when computer intruders come calling

Challenge: Website hijacked

The IT staff at Lochinvar Corporation thought they had adequate protection for the company website - until one spring day when the customer service lines and the main switchboard started lighting up.

“Customers were calling in saying ‘there’s something wrong with your site. You guys have given me a virus,’” says Noemi Jacobs, the company’s manager of IT.

The Lochinvar site had been penetrated and the intruders had redirected links from their intended targets to external pages that downloaded viruses to visitors’ computers.

Solution: Get help, get it fast

Lochinvar’s IT staff quickly called LBMC’s Managed Security Services, which provides consulting on how to keep IT systems secure, and supplies on-going security monitoring.

“We got on the phone with them, letting them know we had a problem,” Jacobs says. “We didn’t even know where to begin with this - how to detect how much penetration actually occurred, what was the level of damage and what we could do to make sure that it would not happen again, as well as making our corporate website functional again.”

“Within two hours we actually had a body sitting here doing some quick analysis,” she says.

“It was a very quick turn around,” says Terry Bentley, network security administrator.

While one LBMC staffer assessed damage and evaluated what was needed to fix the problem, another member of LBMC’s team was installing a piece of hardware to help secure the system.

The device, called an IDS or Intrusion Detection Service, allows LBMC to remotely monitor inbound and outbound internet traffic to Lochinvar and notify the company’s IT staff should something suspicious be detected. The monitoring center is staffed 24/7.

“Their monitoring services are absolutely amazing in the sense that it will be eight or nine o’clock at night and they’ll see some weird traffic go through our network and they’re very quick to contact us,” Jacobs says.

That quick response is typical of LBMC’s approach, Bentley says.

“Every time you either e-mail them or call them they’re really quick to give you an answer or remediate a problem.” *(continued on back)*



The Client

Lochinvar Corporation, based in Lebanon, Tenn., is a major manufacturer and innovator of new products and technologies for heating water - for both sanitary and space heating purposes.

The Solution

Lattimore Black Morgan & Cain, PC (LBMC) has over 400 employees in three offices across Tennessee. The firm has a dedicated managed security services department that assists clients nationwide with keeping their computer networks safe. For more information, call Thomas Lewis at (615) 309-2296 or email tlewis@lbmc.com.



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Results: No further intrusions

Lochinvar's immediate problem was quickly fixed - the website was back up and running that same day. Besides installing the IDS device, LBMC provided Lochinvar with advice on how to change its data layouts to better secure its website.

The cost of the intrusion is hard to quantify, yet clearly was there in "reputation, embarrassment," says John Wyatt, Lochinvar's Vice President of IT. "Just frustration from the customer service end of it."

The good news is that Lochinvar has not had to face that cost since. The company suffered no intrusions since LBMC stepped in, even though it had 46,000 attempts in the year or so after the penetration, Bentley says.

The company likes that track record.

"Still to this day I'm not willing to let go of the solution they put in place," Jacobs says. "It has protected us or informed us or informed us of other activity."