



National Health Provider Recovers in Only Six Days with Fenix24 After Ransomware Jeopardizes Time-Sensitive Patient Services

The Challenge:

A major U.S.-based healthcare organization that plays a critical role in delivering essential services to hundreds of partner facilities nationwide experienced a ransomware attack that took down core systems and rendered multiple backups unusable. Any sustained outage would have caused cascading disruptions across the healthcare ecosystem.

Their infrastructure included systems with strict Recovery Time Objectives (RTO) tied to the delivery of time-sensitive resources used in direct patient care. Failure to recover quickly would have triggered regulatory attention from the Department of Health and Human Services and endangered continuity of care across multiple regions.

The Solution:

Given the high stakes, the organization engaged Fenix24 to scope and deliver our Securitas Summa remediation program. The goal: rapidly restore the most critical systems and implement an assured recoverability model capable of meeting their stringent RTO requirements. Operating around the clock, Fenix24 deployed massive resources to stabilize and recover the environment, including:

- Restoring snapshots of LUNs
- Decrypting unprotected LUNs
- Restoring DB servers from Wasabi
- Decrypting DB servers that were not backed up at all
- Deploying SentinelOne using GPO, PDQ, and the client's Tanium

The Outcome:

The organization avoided service disruption to partner facilities and was able to meet strict time-based recovery obligations under significant external scrutiny. Service delivery resumed within three days, while full recovery was completed in just six days. Critical systems were brought online much faster, and widespread disruption and downstream catastrophe were avoided.

Fenix24's ability to deliver rapid, large-scale recovery helped the organization maintain patient care standards, operational integrity, and public trust even under worst-case conditions.

Following the recovery, the client chose to continue working with Fenix24 through our Securitas Summa program, ensuring long-term resilience, assured recoverability, and the ability to meet future RTO requirements with confidence.