

TeamLogic IT Enables County Appraiser's Office to Endure Natural Disasters, Deflect Ransomware

Floridians are famous for enduring hurricanes but in this digital age, another threat to Florida's people and businesses looms—not in the physical world, but in the virtual realm: ransomware.

Ransomware is among the world's fastest-growing cybersecurity risks. And among hackers' favorite ransomware targets are state, county and city governments, because often local authorities lack the cybersecurity resources to combat relentless cyberattacks, and cybercrooks perceive these organizations as vulnerable, easy prey.

The office of the County Property Appraiser is responsible for fairly assessing the value of real estate when a parcel changes ownership in some way. Hundreds of factors are assessed during appraisals—e.g., location, lot size, square footage, construction materials, architectural design, number of rooms, recent renovations, age of the building, and many more. All this data must be accurate and up to date for the office to provide accurate, and fair, appraisals.

“If we were to lose that information due to a cyberattack or hurricane, every municipality—and every attached authority and agency—would be impacted negatively in some way.”

Not only is there financial risk, as the budgets for community services come from taxes calculated and levied based on the county's base of properties, but there also is operational risk, as data loss can impede and extend recovery and rebuilding efforts after a natural disaster.

In simple terms, if the appraiser's office loses critical data, the county's citizens may lose economic value, as information necessary for filing insurance claims in the wake of a disaster or buying and selling buildings during the normal course of business is missing or compromised. And the longer the county suffers data losses, the more difficult determining, collecting and distributing tax revenues for funding community services would become.

Selecting, Deploying a Business Continuity Solution “20–50 times” Ahead of the Curve

The director of information technology for the county appraiser's office was tasked with finding a solution for mitigating the risks to their data from physical disasters like hurricanes and virtual calamities like ransomware. He and his team researched and evaluated “dozens” of business continuity solutions before selecting systems from Datto.

“We wanted to be ahead of the threat curve, adapting newer technologies that will protect our office's data and enable our team—technical and otherwise—to provide the best possible service to the citizens of our communities.”

The new solution backs up their data to the cloud on nearly an hourly basis everyday year-round, allowing them to reinstate information rapidly from a recent

CASE STUDY

“restore point” at their own offices and off-site at the region’s Emergency Operations Center, where rescue, government and other community services work during crises.

In other words, in response to disaster damage or a ransomware attack, the county office can reload accurate, up-to-date files from hours prior, swiftly returning to routine operations with gaps in data being few to none. The county office’s previous back-up and recovery systems relied upon costly removable storage hardware and significant human intervention.

“Without question, we are 20–50 times ahead of where we were a year ago. We feel we have the tools that enable us to access key systems with virtually up-to-the-minute reporting anywhere we can connect to the internet.”

Business Continuity Acumen with Attentive, Comprehensive IT Services

TeamLogic IT implemented the Datto Business Continuity Solution for the county appraiser’s office and provides the technical support needed as subject-matter experts on the Datto solution.

“The TeamLogic IT team was available nights, weekends and holidays without complaint and delivered a first-class solution to us. Several of our projects are complex, yet TeamLogic IT followed through to supply additional resources when needed and made sure no balls dropped.”

TeamLogic IT is continuing to work with the County Appraiser’s office to implement technology that augments database and mapping capabilities, since the office supplies vital data that enables authorities to predict and prepare for potential catastrophes such as floods and tidal surges.

Move forward with **The Color of Confidence**[®].