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East Coast Metal Distributors

LOCATION

Headquartered in Durham, North Carolina with 48 branches

THREAT ENCOUNTERED

Crypto virus

Containing Crypto: Huntress Helps East Coast Metal Distributors Quash an Encryption Virus

William Garner is the Vice President of IT at East Coast Metal Distributors, a wholesale distributor for the HVAC industry. Driven by the company's strong dedication to cybersecurity, William is responsible for ensuring both his team and the company's IT systems are up to date on the latest trends and protected against today's determined cybercriminals.

To augment their in-house capabilities, East Coast's IT team works with Logically, a provider of outsourced IT services. William's team continuously looks for new ways to improve their ability to detect and respond to threats. When Logically introduced them to Huntress, a managed detection and response platform that can find and stop hackers that are hiding in plain sight, it seemed to be a perfect fit.

"We were focused on creating and layering our security barriers; we never stopped to think about what happens when those preventive tools fall short," explains William. "The concept of intrusion detection on the endpoint and catching the threats that will slip through is so unique—that's why I see Huntress not only as a complement to our outer layers but as a true innovation."

With a simple and non-intrusive installation, Huntress was deployed on East Coast's systems—and right in the nick of time.

Stopping an Encryption in Its Tracks

It all started with an alert that a server had run out of hard drive space. After looking into it, William discovered that a crypto virus had made its way onto the server and was actively spreading across the environment. As his team raised the alarm, he called upon Logically—who then contacted the Huntress team—for help and the three teams immediately sprang into action.

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Dealing with a crypto virus is a different kind of monster. Encryption can spread quickly and once it has started, there's no way to undo it. William and his team's focus turned to containing the spread and identifying which systems had been hit. As they started shutting down the affected systems, the team was able to quarantine the encryption to just 10 servers. But once the spread had stopped and services were restored, that's when the questions started.

“We were trying to figure out the scope of what just happened. How badly did we get compromised and how did the crypto virus get in?” William recalls. “We wouldn't have had those answers if it weren't for Huntress. They jumped in with Logically to help us build a chain of events showing how the virus entered our system and how it traversed through our network.”

Thanks to the trio's quick work, William was able to trace back the virus's path, address the point of entry and start a recovery plan for the infected servers. “With Huntress' help, I knew exactly where the encryption started, where it ended and was certain it had been contained. That peace of mind was invaluable,” he adds.

The Sign of a Strong Partnership

William is thankful to have Huntress as a source of technical knowledge and support for both him and his team—especially during the difficult moments.

“Anyone can be a good partner when things are going well. But when everything is on fire and an encryption is running rampant within your environment, and yet you feel confident your partners will see you through this—that's the sign of a great partner,” states William. “It's a testament to the training and education Huntress gives its partners like Logically, and that results in smooth and coordinated assistance when it matters most.”

About East Coast Metal Distributors

East Coast Metal Distributors opened its doors to the public in 1954. From one office in Durham, North Carolina to 48 branches, we are continuously expanding throughout the Southeast and Midwest. East Coast Metal Distributors was acquired by Watsco in 2004 and is now one of its five subsidiaries. Watsco is the largest distributor of air conditioning, heating and refrigeration equipment and related parts and supplies in the HVAC/R distribution industry.

East Coast Metal Distributors proudly deliver Amana, Goodman, Daikin, and Gree HVAC equipment. Their service centers offer the best tools of the trade. We also provide the duct, parts, sheet metal, and supplies you need to complete your projects on time.

With over 400 employees working daily, East Coast Metal Distributors has multiple locations to support your business and success. We deliver the products and technical expertise to solve even the most unique HVAC challenges.

About Huntress

Hackers are constantly evolving, exploiting new vulnerabilities and dwelling in SMB environments—until they meet Huntress.

Huntress enables our partners to find and stop hidden threats that sneak past preventive security tools. Founded by former NSA Cyber Operators—and backed by a team of ThreatOps researchers—we help our partners protect their customers from persistent footholds, ransomware and other attacks.

Ready to fight back against hackers? [Take the Huntress Security Platform for a test drive with a 21-day trial.](#)