



# Loren D. Stark Case Study

Major Worm Outbreak Contained and Network Hardened within Twelve Hours

Frustrations were high at The Loren D. Stark Company, a Houston-based retirement plan consulting and administration firm, after experiencing weeks of slow network and Internet performance. In addition, the company's Voice-over IP system dropped calls in mid-conference, and repeated attempts to reach the VoIP vendor and the Internet Service Provider to resolve the issues, brought no relief. Then one morning everything stopped. With no network or phone operations, the company was forced to a standstill at its busiest time of the year.

Under the assumption that the problem was a malicious code attack, the company's ISP recommended calling in SynchroNet. The SynchroNet Emergency Response Team arrived on a Monday at 10 a.m. to receive a briefing on the issues, the network topology, and the systems. The SynchroNet ERT developed and deployed an action plan by 11 a.m., and within minutes, located the culprit: a Spybot worm. Not only were all systems restored by 9:30 p.m. that evening, SynchroNet also instituted the solutions needed to secure network functions and improve its overall performance.

## Objectives

- Quickly restore telephone system and network operations
- Secure network and desktops from future virus attacks
- Improve network performance

## Solutions

- Redirected network traffic to get the telephones working and get Service Packs and security updates to every computer
- Implemented SynchroNet desktop security for greater protection and faster restoration
- Anti-virus and anti-spyware agents were installed with current definitions on each machine.
- All machines cleaned of all infections
- Implemented automatic deployment of security updates for all networks to ensure ongoing protection

## Results

- Systems were up and running by 9:30 pm the same day SynchroNet arrived
- Improved network performance – best in months
- No further malicious code outbreaks since deployment of the SynchroNet managed security solution
- Network administrator now focuses on supporting the company's applications and users
- SynchroNet is now an active partner in the design & implementation of new e-commerce web portal.

**Company Size:** 40

**Location:** Houston, TX

**Industry:** Retirement Plan Consultants

**Overview:** The Loren D. Stark Company, Inc. (LDSCO) is a Retirement Plan Consulting and Administration firm located in Southwest Houston, Texas, USA. Since its inception in 1938, LDSCO has developed a close relationship with the business community in Houston and across Texas, Louisiana, and Oklahoma.

***“SynchroNet understands that their success is a direct result of the successes they bring to us. We were virtually shut down for three days. It was SynchroNet that put us back in business.”***

**Don Stark, CEO  
Loren D. Stark  
Company, Inc.**



SynchroNet