

Power of Partnership Story

The Jenzabar Managed Services Team Gets Institutions Back Online in Record Time After the CrowdStrike Incident

About Jenzabar Managed Services

The Jenzabar Managed Services team provides higher education institutions with specialized support that enhances cybersecurity, optimizes operations, and improves user experiences. The team provides dedicated servers, vigilant monitoring, and industry-standard failover recovery to ensure institutions have the means to scale their technology and safeguard institutional and student data against potential threats.

Jenzabar IT & Managed Services

Benefits Derived From Jenzabar Managed Services:

- ▶ Unlimited scalability based on actual usage.
- ▶ 24x7x365 monitoring services from real IT professionals.
- ▶ Easy access to your data.
- ▶ High availability and failover, with uptime greater than 99.95%.
- ▶ Comprehensive cybersecurity capabilities, including 24x7 threat hunting, penetration testing, and yearly audits.
- ▶ Automatic back up of data to protect against ransomware and other cyber attacks.

July 19, 2024

- ▶ CrowdStrike pushed out an update that crashed Windows systems globally

3:00 AM

- ▶ Jenzabar received an alert that there was an issue on 1/3 of its client-hosted servers. Hundreds of institutions and over 1,000 systems were essentially non-functional.

1:00 PM

- ▶ Jenzabar's Managed Services team had all systems back online, ensuring minimal disruption to client operations and data.

On July 19, 2024, CrowdStrike—a cybersecurity company that provides endpoint security, threat intelligence, and cyberattack response services—pushed out an update that crashed Windows systems globally and impacted airlines, banks, hospitals, and higher education institutions.

In fact, because Jenzabar uses CrowdStrike as its endpoint detection and response provider for its SaaS solutions, at 3:00 AM on July 19, Jenzabar received an alert that there was an issue on 1/3 of its client-hosted servers. Hundreds of institutions and over 1,000 systems were essentially non-functional. Recognizing the urgency of the situation, the Jenzabar Managed Services team sprang into action.

From 3:00-4:00 AM, Jenzabar's team worked tirelessly to assess the extent of the disruptions and identify the source. Via research and the early morning news cycle, the team discovered that the CrowdStrike update was the cause and quickly devised a rapid recovery plan. The team called an all-hands meeting at 8:00 AM, laid out the strategy, and mobilized over 60 staff members to work system-by-system until all functionality had been restored. The team worked across time zones, first addressing East Coast clients, then moving to Central and farther west.

Remarkably, by 1:00 PM that same day, the Jenzabar Managed Services team had all systems back online, ensuring minimal disruption to client operations and data.



With Jenzabar Managed Services, you're going to get a quick, efficient response when it matters most. We have built a culture of preparedness so that we're ready to support institutions when they need us."

Jim Brosenne
Director of Managed Services
Jenzabar

Why Rapid Response Matters

According to CrowdStrike, most businesses were back online within a week, and many experts quoted during coverage of the incident said that full recovery took several weeks for many businesses. When it took Delta Airlines more than four days to get its systems functional again, the company issued a lawsuit against CrowdStrike for the \$500 million it claimed to have lost. CrowdStrike responded that it was Delta's own poor response to the incident that resulted in the lengthy recovery.

In fact, in the wake of the incident, it became clear that the length of time it took for companies to recover from the CrowdStrike incident was directly correlated with the effectiveness of their response efforts. While many organizations faced prolonged outages, Jenzabar's rapid restoration of services in just a matter of hours highlights the Jenzabar Managed Services team's unparalleled preparedness, responsiveness, and efficiency in handling critical technology disruptions.

The CrowdStrike incident forced institutions across the country to cancel classes and shut down operations.

Jenzabar institutions were able to continue business-as-usual and suffered no ill effects of prolonged downtime. One institution that had its orientation scheduled for the 19th was able to hold the event as planned.

Why Jenzabar Managed Services?

Due to the huge volumes of personal and research data they store, higher education institutions are increasingly becoming prime targets for cyberattacks, especially ransomware. Cyberattacks can compromise sensitive student and faculty information and threaten the continuity of academic operations. In some extreme cases, cyberattacks have forced universities to close their doors permanently. This is why system security is more important than ever.

By offering dedicated servers, 24/7/365 monitoring, and robust failover recovery protocols, the Jenzabar Managed Services team enables institutions to scale their technology infrastructure while safeguarding both institutional and student data from emerging threats.

Let Jenzabar IT & Managed Services Power Your Digital Campus

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