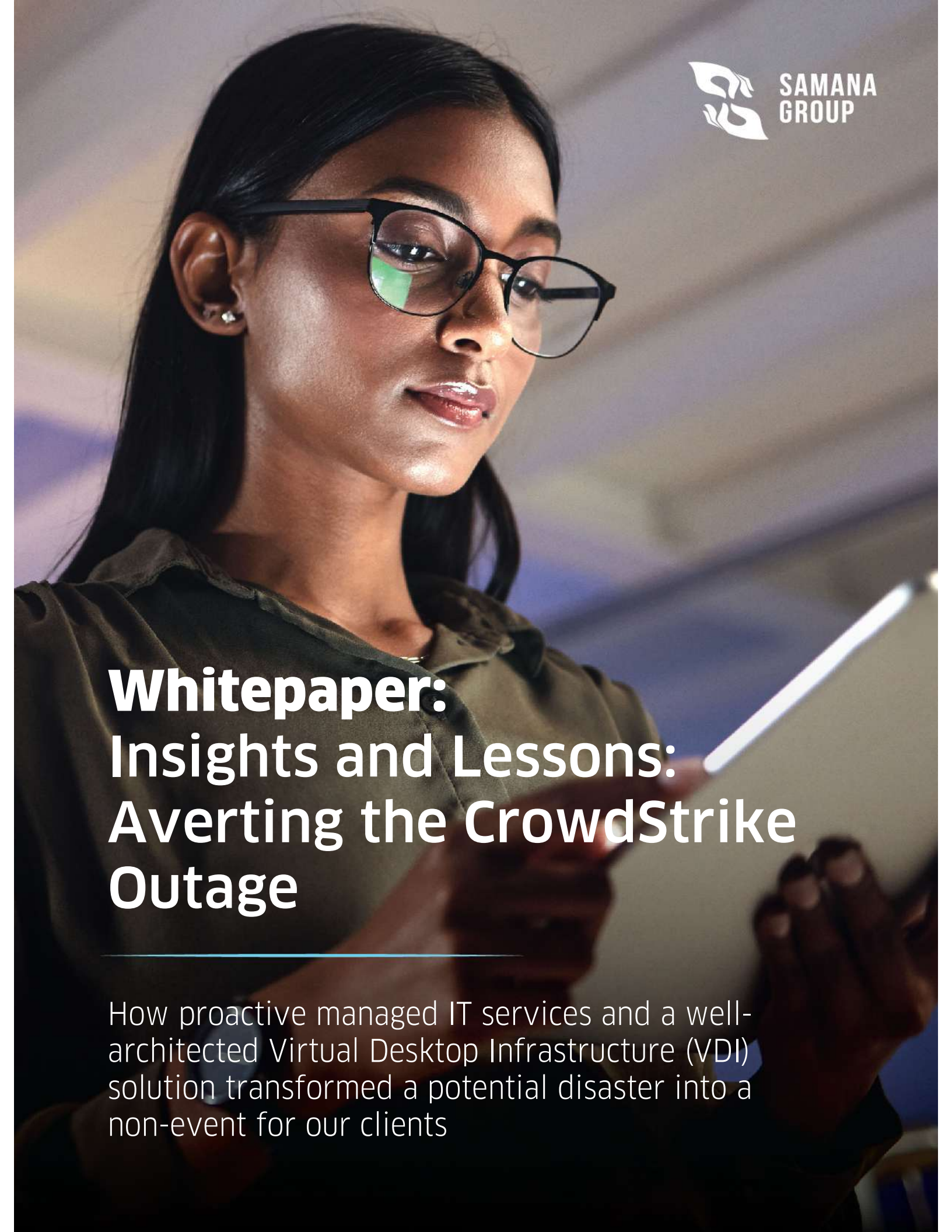


A woman with long dark hair and glasses is looking down at a tablet she is holding. The background is blurred, showing what appears to be an office or meeting room setting.

Whitepaper: Insights and Lessons: Averting the CrowdStrike Outage

How proactive managed IT services and a well-architected Virtual Desktop Infrastructure (VDI) solution transformed a potential disaster into a non-event for our clients

Introduction

In today's rapidly evolving IT landscape, organizations face unprecedented challenges in maintaining business continuity. This whitepaper examines how Samana Group's proactive managed IT services and well-architected Virtual Desktop Infrastructure (VDI) solution transformed a potential disaster into a non-event for their clients during the recent CrowdStrike outage.

Timeline of a Crisis Averted

The following is an actual timeline of events that occurred for one of our clients in the early hours of the now infamous CrowdStrike outages. This timeline is indicative of similar timelines for our other clients during this business continuity event.

- **2:07 AM:** Samana's Advanced Management and Monitoring solution (SAMM) detected servers and desktops down.
- **2:30 AM:** Samana's 24x7 team notified the customer's team about the blue screen errors caused by CrowdStrike.
- **3:00 AM:** Samana shared a list of the affected VDI servers and initiated recovery protocol.
- **3:20 AM:** Access to business-critical infrastructure running on VDI images restored, non-persistent machines operational.
- **7:00 AM:** All remaining persistent machines fixed, one hour before the workday began.

Result: Our client's employees started their day without any service disruption or knowledge of the crisis that was averted overnight

Insights & Actionable Strategies

The events surrounding the above timeline provide three key insights and actionable strategies that IT directors and leaders should either confirm or strongly consider with regards to enhancing for their organization's IT and operational resilience.

These Three Key Insights Are:

1. 24/7 Monitoring and Rapid Response is Critical

Samana's Advanced Management and Monitoring solution (SAMM) detected server and endpoint issues at 2:07 AM, allowing for immediate action.

This early detection was crucial in mitigating potential business impact.

Actionable Strategies for IT Leaders:

- Implement robust monitoring systems that provide real-time alerts
- Establish a 24/7 response team trained to handle various IT emergencies
- Develop clear escalation procedures to ensure rapid response to critical issues

2. Well-Architected VDI Solutions Enhance Resilience

The VDI infrastructure's design allowed for quick recovery of business-critical systems. Non-persistent machines were operational by 3:20 AM, minimizing downtime

Actionable Strategies for IT Leaders:

- Invest in a well-designed VDI solution that balances persistent and non-persistent machines
- Regularly review and update your VDI architecture to ensure it meets evolving business needs
- Implement automated recovery protocols for VDI environments

Insights & Actionable Strategies

3. Proactive Communication Mitigates Business Impact

Samana's team notified the customer about the issue at 2:30 AM and provided regular updates throughout the recovery process

Actionable Strategies for IT Leaders:

- Develop a clear communication plan for IT incidents
- Establish multiple channels for updating stakeholders during crises
- Conduct regular drills to test and refine communication procedures

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Establish a
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Insights & Actionable Strategies

Actionable Strategies for Enhanced IT Resilience

In addition to the above there are other strategies that IT leaders should confirm or strongly consider to proactively build real IT and operational resilience.

Implement a Multi-Layered Defense

- Deploy diverse security solutions to avoid single points of failure
- Regularly update and patch all systems
- Conduct regular testing to identify potential vulnerabilities

Adopt a "Shift-Left" Approach to IT Management

- Integrate security and performance considerations early in the development process
- Implement automated testing and deployment pipelines
- Foster collaboration between development, operations, and security teams

Invest in Employee Training and Awareness

- Conduct regular IT risk awareness training
- Develop and distribute easy-to-follow incident response guidelines
- Encourage a culture of security consciousness across the organization

Consider Cloud Technologies for Flexibility and Scalability

- Explore hybrid cloud solutions to balance on-premises and cloud resources
- Implement auto-scaling capabilities to handle unexpected loads
- Utilize cloud-based disaster recovery solutions for added resilience

Establish and Test Business Continuity Plans

- Develop comprehensive disaster recovery and business continuity plans
- Conduct regular exercises and full-scale drills
- Review and update plans based on lessons learned from incidents and exercises

Summary

In summary, the CrowdStrike incident demonstrates the importance of proactive IT management, well-architected solutions, and rapid response capabilities.

By implementing the strategies outlined in this whitepaper, IT leaders can significantly enhance their organization's resilience to IT crises.

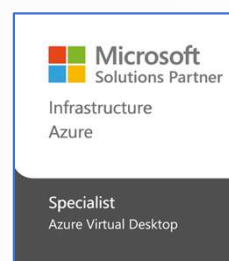
Samana Group's managed IT services exemplify the value of partnering with experienced professionals who can design, deploy, and manage critical IT infrastructure. In an increasingly complex digital landscape, such partnerships can be the difference between a minor hiccup and a major business disruption.

By focusing on 24/7 monitoring, well-architected solutions, proactive communication, and the additional strategies provided, IT leaders can ensure their organizations remain agile and resilient in the face of adversity.

About Samana Group

Ready to unlock the full potential of your EUC environment? Connect with [Samana Group](#) to explore tailored solutions that meet your business needs. We can also sit down with your team to conduct a comprehensive TCO/ROI assessment to define the level of cost savings/opex reduction your business can attain.

By embracing managed EUC, you're not just addressing today's challenges, you're building a foundation for sustained success in a technology-driven world.





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