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Countering ransomware attacks with automated threat detection and containment

DOXIADIS BROS GRAPHOTECHNIKI S.A.
OFFICE AUTOMATION SYSTEMS

- Enables rapid recovery from ransomware attack
- Helps to keep government services online 24/7
- Reduces workload for IT and security team

COMPANY & CHALLENGE

The Ministry of Digital Governance of the Hellenic Republic provides Greek citizens and businesses with fast, reliable, and secure online government services, promotes digital skills, and integrates advanced technologies within the public sector. The Ministry leads the execution of the national digital transformation strategy, aiming to build a modern, efficient, and inclusive digital government that helps to support economic growth and data security across Greece.

Cyberattacks are becoming more frequent and sophisticated, and ransomware incidents are a particular concern for public-sector organisations such as the Ministry. A single undetected ransomware breach could lead to catastrophic loss of sensitive data and prolonged downtime for online government services, and erode public trust.

Mr. Aristeidis Meletiou, Director General at the Ministry of Digital Governance of the Hellenic Republic, explains: "Despite implementing robust measures against cyberthreats, we know that no approach is infallible. For example, we identified that we had vulnerabilities during out-of-office hours, when manual security monitoring was impossible. Plus, we had no dedicated containment solution to stop a ransomware attack in its tracks if it managed to bypass the defences on our network perimeter."

To mitigate risk, the Ministry looked to add an extra layer of protection against ransomware. The primary goal was to achieve real-time automated detection and containment against ransomware across its critical cloud and on-premises storage environment. This step would help to stop sophisticated attacks at the earliest point, minimising disruption and keeping essential services running uninterrupted for citizens and other key stakeholders.

SOLUTION

Adding an extra layer of protection

To increase its resilience against ransomware threats, the Ministry decided to work with longstanding Ricoh partner in Greece since 1984, **Doxiadis Graphotechniki S.A.** After assessing various endpoint detection and response (EDR) and extended detection and response (XDR) solutions, the Ministry selected **RICOH RansomCare powered by BullWall**.

Mr. Meletiou explains: "While EDR and XDR solutions are valuable to protect endpoints and detect threats, we recognized that ransomware could still evade these measures and target our on-premises and cloud storage repositories. RICOH RansomCare, on the other hand, offered a unique, agentless approach and would provide real-time ransomware containment at the storage layer. Crucially, it would also work seamlessly alongside our existing cybersecurity solutions and give us an additional, highly specialised layer of protection."

To roll out RansomCare, the IT team at the Ministry worked with experts from Doxiadis Graphotechniki and BullWall. Together, they integrated the solution with the on-premises and cloud storage environments, set customised threat detection thresholds, and created incident response playbooks.

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Today, the solution monitors the Ministry's critical storage landscape for suspicious activity round the clock, and will immediately isolate an endpoint or user when malicious encryption is detected, preventing the threat from spreading.

"The implementation process was smooth and efficient," continues Mr. Meletiou. "RansomCare's agentless architecture meant there was no need to deploy the software on individual endpoints, drastically reducing complexity and deployment time. The combined Ricoh, Doxiadis Graphotechniki, and BullWall teams provided clear guidance and support throughout the process, and have been proactive in delivering updates, training, and support ever since. We value their transparency, expertise, and commitment to partnership."

BENEFITS

Minimising vulnerabilities and risk

With RansomCare, the Ministry has successfully strengthened its cybersecurity posture. The Ricoh solution provides an extra layer of protection to complement the existing defences on the network perimeter, and ensures the Ministry is ready to identify and recover quickly in the event of a ransomware incident.

Within days of deployment, RansomCare was providing the Ministry with actionable insights into data access patterns, and had flagged several instances of potentially malicious activity. The Ministry also performed testing on the real-time alerts and automated containment capabilities of the solution, with excellent results.

Mr. Meletiou adds: "With RansomCare, we feel significantly more confident in our ability to respond to ransomware attacks. The solution has proactively identified and contained suspicious activities and anomalies mutliple times, and the early detection capabilities have allowed us to remediate potential vulnerabilities before they could be exploited by bad actors. We have significantly enhanced our overall security posture using RansomCare, giving us peace of mind that we are well-protected against future threats."

Furthermore, the automated detection and containment capabilities within RansomCare have reduced the burden on the Ministry's IT and security team. Rather than spending time manually monitoring the storage environment for threats and suspicious activity, the team now focus more on strategic, value-add projects.

"The feedback from our IT and security teams has been overwhelmighly positive," adds Mr. Meletiou. "They appreciate the intuitive dashboard, granular monitoring and alerting, and the knowledge that we can automatically contain a ransomware attack. The ease-of-use and seamless integration

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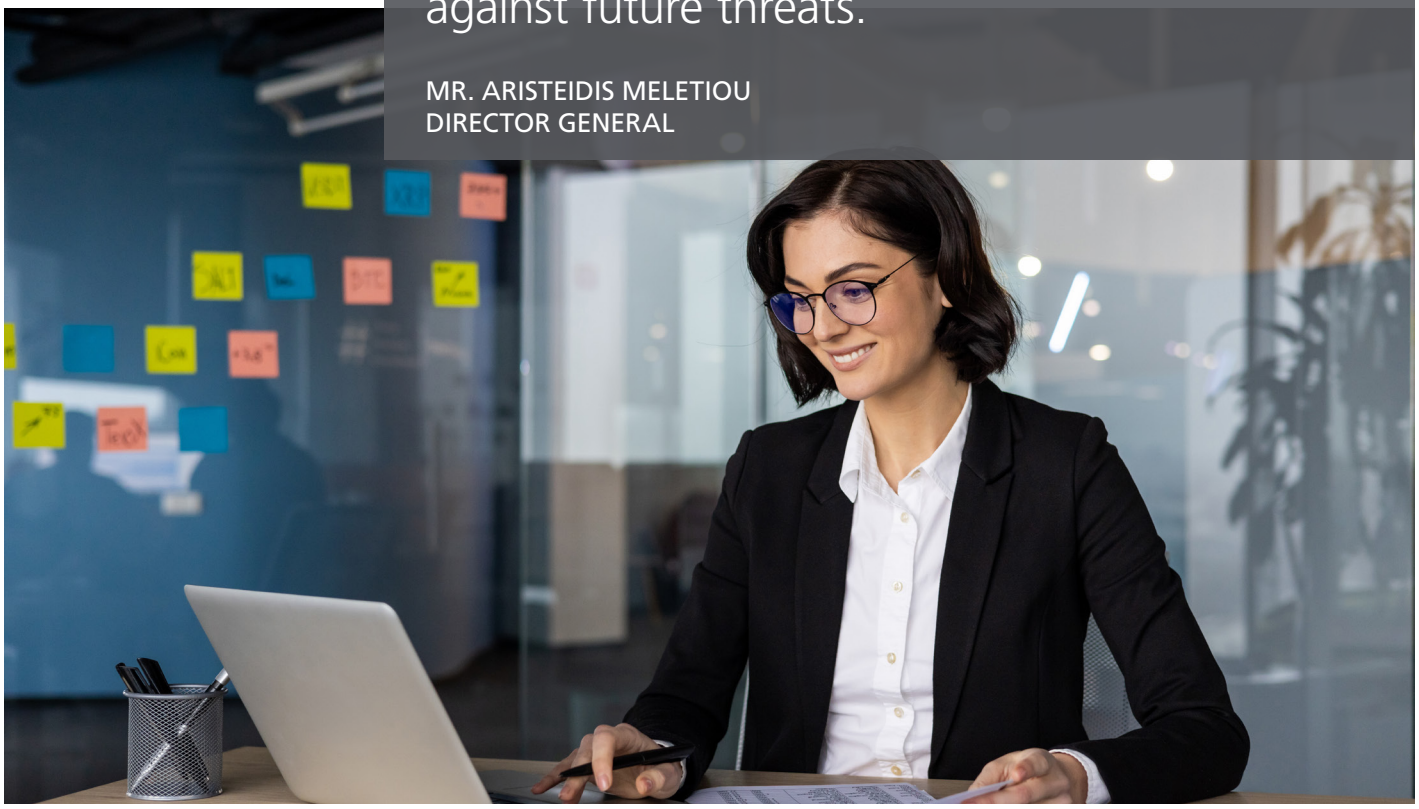

with our other security tools are also standout features of RansomCare. Plus, the agentless architecture means there is minimal impact on network performance.”

Mr. Meletiou concludes: “We would recommend RansomCare to any organisation seeking to strengthen its ransomware defences. The solution forms an indispensable part of our defence strategy, providing a critical layer of protection that complements our existing security investments and delivers immediate, tangible benefits. The ease of deployment, responsive support, and proven effectiveness make it a smart choice for public sector entities committed to safeguarding their digital assets and maintaining public trust.”

ABOUT RICOH

Ricoh is a leading provider of integrated digital services and print and imaging solutions designed to support digital transformation of workplaces, workspaces and optimise business performance. Headquartered in Tokyo, Ricoh’s global operation reaches customers in approximately 200 countries and regions, supported by cultivated knowledge, technologies, and organisational capabilities nurtured over its 85-year history. In the financial year ended March 2025, Ricoh Group had worldwide sales of 2,527 billion yen (approx. 16.8 billion USD).It is Ricoh’s mission and vision to empower individuals to find Fulfillment through Work by understanding and transforming how people work so we can unleash their potential and creativity to realise a sustainable future.For further information, please visit: www.ricoh.com

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