

NetCenergy® Helped a Law Firm Stay Cyber Safe After a Hack

CASE STUDY

THE PROBLEM

A mid-sized law firm was uncomfortable with how its existing information technology (IT) vendor was implementing the important security tools and services to maintain the safety of their client's information. They were planning to make a change and had begun searching for a new IT partner when disaster struck: the firm was a victim of a ransomware attack.

The backup system that was supposed to protect them did not function as intended and the firm was forced to actually negotiate with the hackers to get access to their valuable data and documents. The functioning of the team of forty-plus attorneys, paralegals and administrative staff was effectively brought to a standstill; they were unable to produce results for their clients and revenue for the firm. The situation was dire.

It required several weeks of mitigation that included: Formal notifications to the attorneys general, clients, and others with whom the firm did business; contracting for LifeLock (identity theft protection) services for affected individuals; and paying the ransom demand. Of course, the payment and loss of productivity heavily impacted the organization's profitability. As soon as the firm was able to function again, replacing the current IT support organization was the priority.

THE SOLUTION

NetCenergy met with the managing partners and developed an onboarding plan to transition to eNCompass and implement the appropriate backup and security tools. The plan called for the implementation of a secure on-site and off-site backup system. The client appreciated that the eNCompass solution included annual testing to restore and provide access to the data in the cloud in the event of a disaster.

We expedited the onboarding to provide peace-of-mind for the client. What's more, since the ransomware attack was accomplished via a social engineering hack, NetCenergy immediately scheduled and presented a series of user security awareness trainings at each of the firm's offices.

The solution included:

- **Implementation of a secure on-site and off-site backup system**
- **Installation and configuration of a suite of security tools**
- **Accomplishment of failover testing of the backup**
- **Providing security awareness training with follow-up testing for all users**
- **Working with firm's client to restore confidence in the new security plan**
- **Implementation of all security mandates as required by the Attorney General**

THE RESULTS

The entire team at the firm was restored to full productivity and happy to take full advantage of the user security awareness training that is an integral part of eNCompass. In addition to the training, the leadership team appreciated that our eNCompass solution also included regular "test" phishing messages to evaluate the effectiveness of the training. At NetCenergy, we continue to target training based on the results of the phishing tests.

Next, with all of the critical security tools and monitoring tools in place, the regular review meetings centered on consolidating some applications which, ultimately, allowed the firm to retire several unnecessary servers that the previous vendor had needlessly implemented. These cost-savings were appreciated, as were future planning estimates for continued technology upgrades.

In the end, the firm had a trusted, IT support partner and resumed full operations with systems that they and their clients have confidence in, ... all for a fixed monthly fee.

