

## WE ASKED THE COO OF AN ENGINEERING FIRM RECENTLY HIT BY A RANSOMWARE ATTACK TO SHARE THEIR EXPERIENCE & PATH FORWARD:



### HOW MUCH OF YOUR BUSINESS WAS IMPACTED BY THE RANSOMWARE ATTACK AND DID IT AFFECT YOUR CLIENTS IN ANY WAY?

We recently experienced a ransomware attack that encrypted all servers in two of our three offices, representing roughly 95% of our business. We were locked out of our files and systems for 4 1/2 days (2 1/2 business days). While none of our clients' data was stolen/exfiltrated, the downtime did affect our clients' project schedules.



### DID YOU HAVE DATA BACKUPS? IF SO, WERE YOU ABLE TO RECOVER ALL OF YOUR DATA THAT WAS HELD HOSTAGE?

We had multiple layers of data backups, but our latest backups were also encrypted by the attack. The most recent unaffected backup was over a week out of date. Ultimately, we recovered our data after negotiating the ransom payment, although some of our larger files could not be decrypted successfully, requiring us to go back to the outdated backup for a small number of projects.



### ARE YOU RE-EVALUATING HOW YOUR DATA IS BACKED UP BASED ON THIS RECENT ATTACK? IF SO, WHAT UPDATES OR ENHANCEMENTS ARE YOU CONSIDERING?

Yes, we have added a dual cloud backup solution (we were already evaluating this redundant backup protection before the attack). We also plan to upgrade to a third-party, 24/7/365, managed cyber monitoring platform.



### CAN YOU SHARE ANY FEEDBACK YOU HEARD FROM EMPLOYEES ABOUT HOW THE BUSINESS LEADERS HANDLED THE SITUATION?

Our employees were comforted knowing and appreciated that we had cyber insurance coverage to help us through the process. Our team of cyber experts helped us restore our data and get our systems back online quicker than anyone could have hoped for. Their forensics team also confirmed that no employee records/confidential information were accessed, which provided significant reassurance to our employees. They also appreciated the continued communication as to where we were in the process and the expected date of restoration. The decryption process took more than 24 hours, so we worked with our employees to prioritize files and servers, so they could hit the ground running.

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