

CASE STUDY

Ransomware recovery:

Decryption and restoration in 48 hours

**INDUSTRY**

Technology

EMPLOYEES

25–50

COVERAGES

- Extortion
- Breach response
- Digital asset restoration

I would just like to say that I have learned what customer service is all about. Your professionalism and efficiency have helped keep our company in business. After 25 years, this ransomware would have done irreparable damage as compared to the inconvenience it was. Thank you so much.

After 25 years of continuous operations, the business owner of a colocation and IT services firm awoke to discover that all of the company's computer systems and data — including data belonging to the company's customers — had been encrypted in an elaborate ransomware attack. Even worse, the ransomware encrypted the company's backups as well. Unable to afford the 25 bitcoin ransom (then equivalent to roughly \$200,000), the company were left with few options. Then they called Coalition.

Within minutes of receiving the company's call, the Coalition Incident Response (CIR) team made contact with company employees to diagnose the damage and minimise further loss. After reviewing their options, the company asked CIR to help facilitate the decryption of their data. In less than 24 hours, CIR worked with the Coalition claims team to secure bitcoin on the company's behalf and facilitate the decryption of their files.

A member of CIR was then present onsite to restore the company's files, perform forensics, and ultimately help the company protect against future attacks. The total time to resolution was 48 hours from the initial compromise. Fortunately, the policyholder's cyber insurance policy with Coalition covered the business interruption loss, the forensic and data restoration costs, as well as the cyber extortion itself. In addition, the policyholder also purchased Technology Errors & Omissions coverage from Coalition to help the company recover from liability to impacted customers.

Unlike traditional insurance providers, Coalition provides emergency first response services to help organisations recover quickly from cyber incidents — all at no additional cost to the policy premium.

Coalition brings together active monitoring, cyber incident response, and comprehensive insurance to solve cyber risk. To learn more, visit coalitioninc.com/uk-cyber.