

CASE STUDY

# HOSPITALITY



## — INCIDENT – RANSOMWARE

The client, operating in the hospitality industry, experienced a ransomware attack. Threat actors broke into the servers just before the weekend and encrypted valuable data. As weekends were always the most profitable periods for the client, the attack brought the business to a halt. The threat actors threatened to destroy all the data unless a ransom was paid.

## — AXIS RESPONSE

Immediately after the client alerted AXIS to the incident, a panel of cyber experts was assembled which included:

- Privacy counsel, to offer guidance on their legal obligation following the attack
- Forensic investigators, to remove the ransomware and restore the business' data

The AXIS Incident Response Manager then convened an initial planning call with the client to begin the planning and get the response activity underway.

## — OUTCOME

The panel of experts worked around the clock for three days in conjunction with the client's IT, legal, PR and management team to resolve the attack. The forensic investigators ensured the business was able to reopen by:

- Removing the ransomware
- Closing the original entry point
- Restoring data from unaffected back-ups
- Negotiating with the threat actors to bring the situation to a satisfactory conclusion

AXIS also provided a public relations firm to help minimise the reputational damage the incident could have caused the client.

### KEY CYBER COVERAGES TO CONSIDER

- Incident response costs
- Ransomware and extortion services
- Business interruption
- **PREPARE**
- Prepare an Incident Response Plan and practice it regularly
- Provide cyber security and awareness training to all staff
- Apply multi-factor authentication (e.g. one-time token)
- Take steps to protect back-ups from ransomware

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