

# iCyber Solutions' Team Helps a Client Recover From a Data Breach

## The Issue

Systems housing large volumes of sensitive customer and firm data were compromised by a data breach. The firm was faced with negative publicity and recurring questions from regulators regarding their assessment of the causes, remediation steps, and the number of customers impacted.

## The Solution

iDS' iCyber Solutions ("iCS") team worked with the client's Legal, IT, and Cyber departments to validate and independently verify the steps taken to secure the network post-breach, as well as determine the scope and precise number of impacted individuals. In addition, iDS served as an advisor and expert witness for purposes of discussions with regulators and litigation.

## The Results

The iCS cybersecurity team assisted the client with building a defensible approach to dealing with regulators, positioned the firm to better defend itself from litigation, and enabled the firm to reach out with confidence to impacted individuals to order to begin rebuilding a trusted relationship with those individuals.

## The Issue

Our client experienced a data breach that exposed large amounts of confidential firm and customer information. The firm was faced with demands from regulators, class action lawsuits from plaintiff firms representing their customers, and the need to begin the recovery process of rebuilding their relationships with their impacted customers. iCS was asked to assist with:

- Reviewing, independently validating, and documenting the approach taken to address the vulnerabilities that led to the breach
- Reviewing the process to identify what systems and databases were impacted and independently assess the environment to identify the impacted systems and databases
- Searching the impacted data set to identify the number of impacted individuals and the exact data involved for each individual

## The Solution

iCS worked with the client to understand and document the environment as well as the impact of the breach. Our team independently determined the scope of the breach impact. In addition, we created reports and documentation that could be shared with outside parties, as well as serving as a basis for scoping and defining exposure for legal matters involving the data breach.

## The Results

Our client was able to very quickly have confidence around which of their customers were and were not impacted by the data breach. This enabled them to demonstrate to regulators and for litigation the seriousness with which they took the incident. It also enabled the firm to more effectively mitigate negative repercussions from the breach.

*Whether you want to be proactive before a ransomware attack or need to be reactive after an incident, the iCyber Solutions team can help you like it has helped many other businesses.*

3000 K Street NW, Suite 330  
Washington, DC 20007  
Phone: 202.249.7860

535 Anton Blvd., Suite 860  
Costa Mesa, CA 92626  
Phone: 714.581.4830

11720 Amber Park Drive  
Suite 160  
Alpharetta, GA 30009