

Midsize Manufacturer vs Ransomware Incident




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I'm the VP of IT at an International Consumer Packaged Goods organization. Our team was largely focused on infrastructure and software. Cybersecurity was somewhat taken for granted. Our only security tools were standard Antivirus and firewall. We experienced a few minor incidents over the years, but all were resolved without business interruption.

Then, one afternoon in early 2019, our team noticed several small malware incidents. A quick response controlled the situation in a few hours. Or, so we thought. In the middle of that same night, one of our Plant Managers called me. Business at the plant had been halted and all of our systems had been compromised in a very serious cyberattack. The impact on both operations and on our employee morale was devastating. To add insult to injury, a month prior to the incident, we spent \$60,000 on a penetration test and we had apparently cleared all of our high risk vulnerabilities.

Our team worked around the clock and cleaned up the incident. Before turning production back on, we sought external validation - A partner to handle our security going forward. We could not afford for this to happen again. We brought in several vendors. Some were larger brand-name companies and others were smaller lesser-known companies. A couple of companies told us that deployment of their tool would take upwards of 6 weeks! ActZero, on the other hand, was on-site in 24 hours and had their endpoint agent on our machines before they left.



ActZero told us not to worry. They are confident in their tool. They are confident in their service. They are confident in their knowledge.

There were two more attempted attacks over the course of the next few months. ActZero ran the ransomware in their lab and figured out how to kill it. Then they helped us design Software Restriction Policies to ensure that the ransomware could never execute in our systems again. Not long after, it showed up again. This time, however, it could not execute thanks to the work of the ActZero team.

“The first time, ActZero stayed on the phone with our IT Manager ALL NIGHT until the problem was resolved. ActZero ran the ransomware in their lab and figured out how to kill it.”

During our first incident, we were flying blind. Even after resolution, we had absolutely NO assurance that it would not happen again. We had no peace of mind. We knew it could happen again. ActZero provided that peace of mind we all sought. After the endpoint agent was installed, ActZero’s leadership team followed up with a personal phone call to ensure that we knew that we were under their protective umbrella now. Again, this meant the world to our organization after what we had been

through. ActZero told us not to worry. They are confident in their tool. They are confident in their service. They are confident in their knowledge. This was a game changer for us.

After ActZero’s response to our urgent request, the deployment of their agent, and their assistance during our first incident together, we were sold. This was the partner we were looking for! ActZero promised us that they would keep us safe ... and they did. Ransomware never executed in our system again.

I have nothing to gain from recommending ActZero. But I recommend them to any business partner that I speak with. Having lived through the worst business crisis in my twenty-year career, I can confidently say that I will never work in a company without having ActZero as a partner. Honestly, my advice would be ‘what are you waiting for?’

“ActZero is not optional. I like to think of it as car insurance. You would never drive a car without car insurance... and you should never run an IT group without ActZero’s MDR.”

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