



Gallagher

Insurance | Risk Management | Consulting

CASE STUDY | HEALTH & SOCIAL CARE INDUSTRY

Care home client held to ransom

When a Gallagher client in the care home sector suffered a serious ransomware attack, Gallagher's Cyber Risk Management team initiated a swift Breach Response service to get the business back up and running quickly.

What happened?

In June 2020 a Gallagher care home client was in the process of purchasing Cyber Liability insurance, when they suffered a serious ransomware attack. Our Cyber Risk Management team's assistance was urgently required to help the client deal with the attack.

The ransomware attack had encrypted all assets and they were unable to fully trade, and there was also a real risk of reputational damage and loss of revenue if it was not dealt with quickly.

What did we do?

During their initial conversation with the Head of Cyber Risk Management team, Johnty Mongan, the client stated that they did not want to pay the ransom, and so Johnty offered Gallagher's Breach Support Response service. A Breach Response Support team was immediately put together comprising the various parties involved, and daily calls took place over a period of eight weeks where Johnty personally project-managed the breach.

A detailed investigation was undertaken to determine the exact date of when the attacker gained access to the client's systems, the route they took, type of ransomware attack and where it originated from.

During the course of the project the client's systems and data was restored in phases, new security hardware and software installed, passwords were reset for all users and multi-factor authentication introduced.

In addition, Cyber Security Awareness training was provided, to give the client the knowledge and confidence to recognise and combat further emerging cyber threats.

Johnty also liaised with insurers to explain the client's position, the remediation work that had been carried out and the changes implemented by the client to help prevent further such attacks.

A highly comprehensive report was provided to the client outlining the complete project and all phases, including a detailed record of each daily discussion by the Breach Response Project team.

The result

The client was back up and running with business as usual approximately five weeks post-attack, with full access to their systems and data and they did not have to pay the ransom. They are now working in a much more secure environment in terms of their systems and data due to the additional technology, processes and procedures implemented during the project at Johnty's recommendation.

The client did not have Cyber Liability cover at the time of the breach. Johnty liaised with insurers extensively to put forward a case on their behalf, explaining what actions the client had undertaken to prevent a further breach and the additional security measures that had been implemented post-breach. This combined approach resulted in the insurer being more comfortable with the policy inception.

Gallagher had a very happy client who could continue to operate without having to pay out a ransom demand.

[ajg.com/uk](https://www.ajg.com/uk) | [in gallagher-uk](https://www.linkedin.com/company/gallagher-uk) | [@GallagherUK](https://twitter.com/GallagherUK)

Arthur J. Gallagher Insurance Brokers Limited is authorised and regulated by the Financial Conduct Authority. Registered Office: Spectrum Building, 7th Floor, 55 Blythswood Street, Glasgow, G2 7AT. Registered in Scotland. Company Number: SC108909. FPI01-2021 Exp 04.02.2022

© 2020 Arthur J. Gallagher & Co. ARTUK-2035

Connect with us

T: +44 (0)800 138 7545

E: CyberRM@ajg.com