DAVID ROBERTS & PARTNERS INSURANCE BROKERS LTD

CYBER ATTACK CASE STUDY

MANUFACTURING

A kitchen unit manufacturer shelves several days' profits after ransomware attack.

A medium-sized bespoke kitchen unit manufacturer suffered a loss from a brute force cyber-attack. The incident began when a hacker gained access to the company's computer system through Remote Desktop Protocol (RDP) allowing the hacker to control a staff members computer from another location.

Using a brute force hack they gained the local administrator credentials allowing them to download software which accessed the company's domain administrator account very easily due to a weak password being set by the user. With these credentials the hackers were able to launch encryption software and leave a ransom demand of 3 Bitcoin for the decryption key. The business attempted to restore the servers from back-ups however some had not been stored externally so were compromised by the attack leaving the company with no choice but to pay the ransom.

The company's insurer contacted the hacker, transferred the funds and decrypted the systems in a matter of days, however the business suffered an interruption loss of £130,959 on top of the £38,371 from the ransom payment, decryption costs and the system scan. This case shows the risks involved with using Remote Desktop Protocol alongside weak passwords also highlighting the importance of cyber insurance as this would've been a major financial loss for the company which could've been even worse had they demanded a higher ransom.