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Emergency Response: Cybersecurity

Global threat. Global response.



Emergency
Response

CMS Cybersecurity

Global threats require a global response. Our trusted cybersecurity team has market-leading expertise and experience in managing all aspects of a cyber-breach/incident, from pre-breach readiness and stress testing, to management and coordination of the incident response. Our aspiration and service level commitment is that each breach receives a substantive response within 1 hour, 24/7, 365 days a year. Our team is trained to ensure a calm, practical and commercial approach to every breach.

CMS have been providing breach response services to clients for over a decade. We act for a number of clients across different industries, and we have experience of handling a broad variety of breaches ranging from major extortion attempts to phone hacking or malware. Our priority is to work with our clients to minimise damage to their business and its customers.

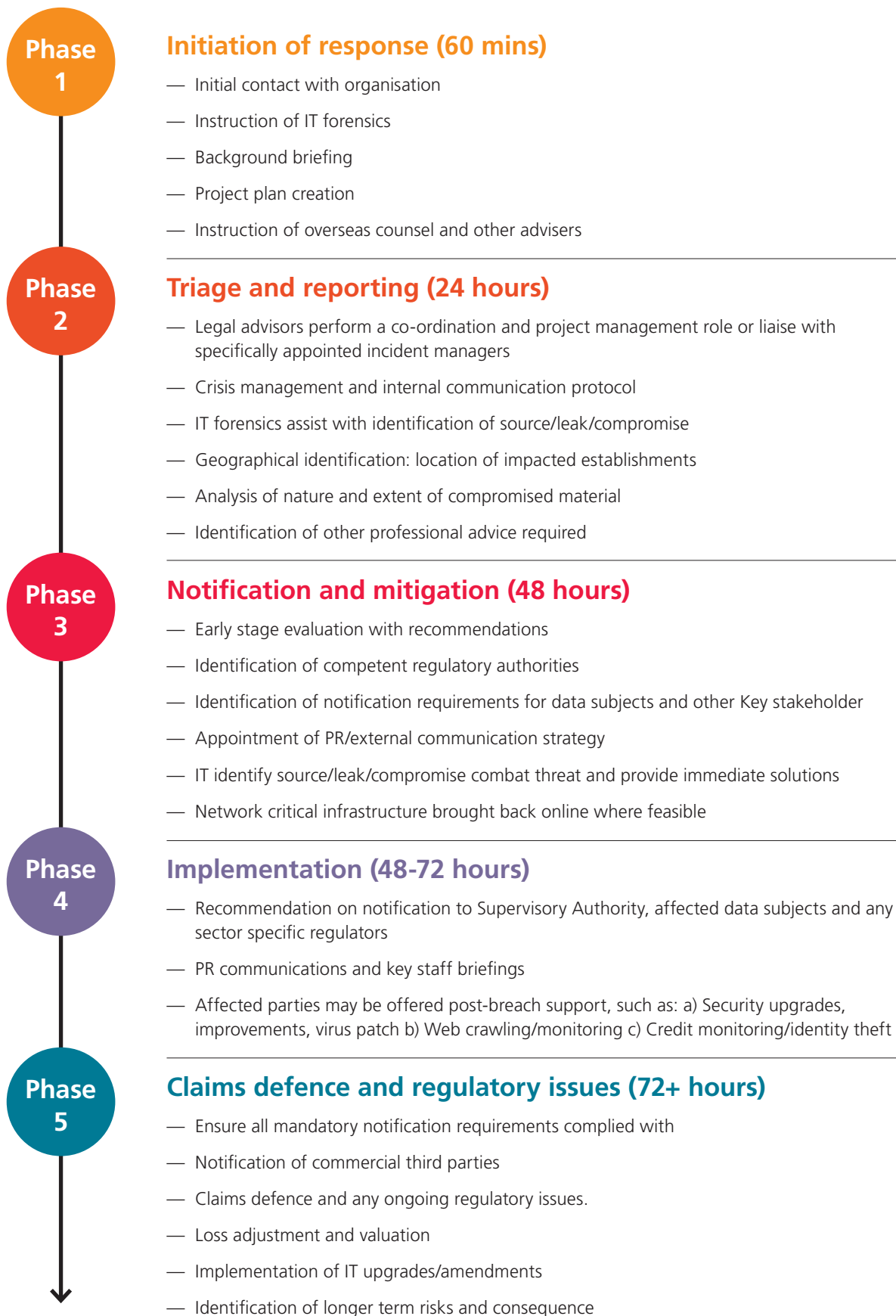
Breach management services

To ensure we can offer a full service delivery approach, we work closely to provide advice alongside other incident managers, specialist forensic and PR consultants.

Our Breach management services include:

24/7/365 activation	PR Strategy	Forensic Analysis
Risk Analysis	Data subject notification	Liaise with criminal authorities
Advisory/Mitigation strategy	ICO and other regulatory notifications	Internal investigation
Experienced crisis management	Extortion and blackmail support	Maintain privilege

Breach timeline



Jurisdictional coverage

Our established internal network provides expert local cyber expertise and coverage in 47 foreign jurisdictions (including all US states). In the UK, our team comprises of 13 Partners and 27 Associates, all with the aim to support, advise and manage cyber breaches to reduce risk and protect our clients as best as possible.



Client profiles

Financial services organisation	Major online retailer
<p>Cyber issue: Major extortion attempt. Threat to release personal data (allegedly accessed from the client's databases) on the Dark Web.</p> <p>Support: CMS 24/7 cyber breach facility activated on a Sunday morning. Led a multidisciplinary breach response team and provided advice on notification and other legal requirements and exposures in seven jurisdictions, within nine hours. Assisted in liaison with local law enforcement and data protection authorities.</p>	<p>Cyber issue: Malicious denial of service attack, resulting in temporary suspension of services from host. Further attacks threatened, with potential for significant revenue loss. Blackmail request received.</p> <p>Support: Advised on data protection issues and coordinated input from criminal specialists and IT experts to reduce risk of further attacks and minimise damage to business. Site restored within one hour. Provided continuing assistance during liaison with police.</p>
Financial services organisation	Manufacturer
<p>Cyber issue: Detection of malware on client drives, resulting in the corruption and inaccessibility of certain key internal files.</p> <p>Support: With assistance from IT forensics ensured the immediate receipt of detailed technical advice, to recover the documents and prevent further corruption of files. Provided a report on the legal and regulatory implications of the breach, and potential improvements to the client's IT system.</p>	<p>Cyber issue: Spoofing emails received from an individual purporting to be the managing director, requesting financial information.</p> <p>Support: Responded within an hour of breach notification and provided a detailed report on the data protection implications of the email, as well as practical and IT advice surrounding preventing any similar breaches in the future, within 48 hours.</p>

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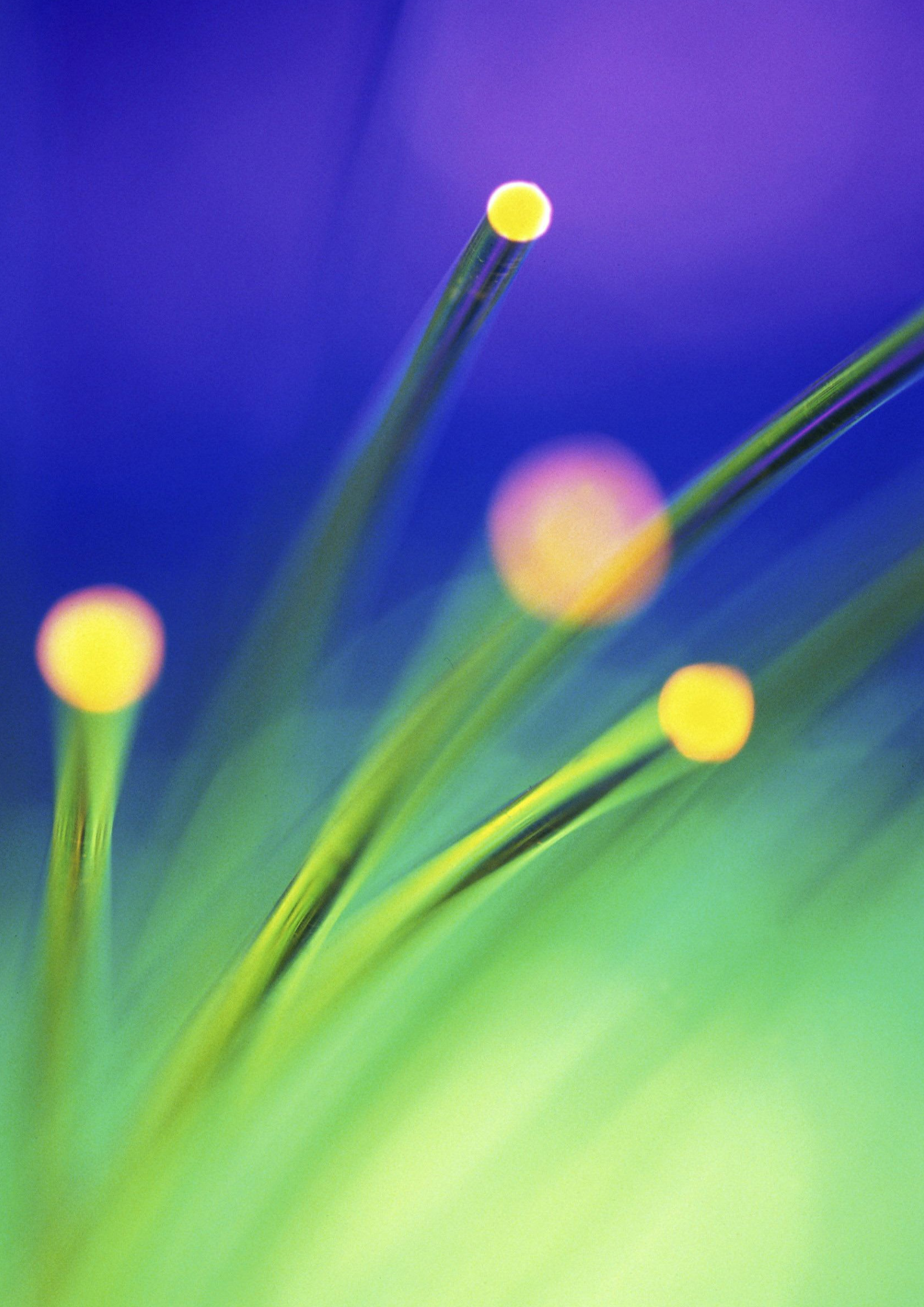
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