

Case Study: Ransomware Attack

How One Business Turned a Ransomware Attack into a Cyber Resilience Success

Executive Summary

A small business experienced a ransomware attack that temporarily disrupted operations. Fortunately, they managed to recover internally within two days—without paying the ransom. What started as a moment of crisis quickly became a turning point. Upon reviewing their resources, the business discovered they were already enrolled in the CyberMax Protects (CMP) program, giving them instant access to expert cyber support, cyber liability insurance, and ongoing training tools. This led to greater confidence, awareness, and long-term protection.

The Challenge

Even small, non-tech businesses are targets for cybercrime:

- Operations temporarily shut down by a ransomware incident
- No immediate access to outside cyber consultants
- Limited cybersecurity protocols in place
- No idea they already had insurance and cyber support available

Cyber Fast Facts:

- Ransomware attacks on small businesses are up 60%
 - Average downtime after a breach: 21 days
 - 40% of victims don't know where to turn for help
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The Solution: CyberMax Protects to the Rescue

After the incident, the business uncovered their enrollment in the CyberMax Protects program:

- 24/7 support from cyber experts
- Built-in cyber liability insurance
- Training tools to educate employees and reduce future risk
- No additional application or underwriting required

They immediately tapped into the support team and began implementing best practices to harden their systems.

Key Benefits Realized

Feature	Benefit
24/7 Expert Support	Fast response and reassurance during and after the attack
Cyber Insurance Coverage	Protection from future financial losses
Built-in Cyber Resources	Employees received ongoing cybersecurity training
No Extra Cost to Access	Program already active via existing provider partnership
Long-Term Cyber Readiness	New habits, better awareness, and improved defense posture

The Outcome

- Operations restored internally within 48 hours
- No ransom paid
- Employees completed cybersecurity awareness training
- Prevention protocols and MFA implemented
- Greater confidence in future incident readiness
- Strengthened trust with customers and partners

Quote from Business Owner

“We didn’t even know we had access to this kind of protection. CyberMax turned a scary situation into a launchpad for long-term improvement.”

Conclusion

Cyber threats can strike anyone—but preparation makes all the difference. Thanks to CyberMax Protects, this business rebounded stronger and smarter, with a renewed focus on cyber resilience. What could have been a major loss became a moment of empowerment.

