UNCOMMONX

UncommonX Helps City of Gary, Indiana Recover From Ransomware Attack

Incident

In April 2021, the city of Gary, Indiana was the victim of a ransomware attack that infected several servers. The IT department was suddenly locked out of critical systems supporting essential city services. A message left by the attackers said they had encrypted files and demanded a ransom to unlock them. They also threatened to release stolen data on the dark web. If not recovered quickly, the loss of services and data would impact thousands of residents and businesses.

The IT team, led by chief information officer Lloyd Keith, immediately took action to cut off any further damage. They then provided basic network functionality to city staff managing the most crucial services. At that point, faced with limited resources, Keith decided to seek outside help. One of his vendors, Network Solutions Inc., recommended UncommonX to assist with the investigation, containment, and recovery process.

"We've never had a cybersecurity department. But now we do. UncommonX is our 24/7 cybersecurity department. No organization should ever have online networks without the level of security UncommonX provides us." – Lloyd Keith, CIO, City of Gary, Indiana

Response

UncommonX immediately engaged with Keith's team through our Security Operations Center (SOC). Our specialists quickly deployed our patented BOSS (Business Operations Security Suite) security operations platform. After BOSS

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mapped Gary's entire digital environment, the discovery phase provided insight to the overall impact of the ransomware incident. The SOC also checked to make sure the attackers weren't still in the system.

The discovery phase confirmed that a Conti strain of ransomware had been released through a spear phishing email in one of the city's departments. Working with the Gary IT department, the UncommonX team contained the ransomware and helped eradicate it from their environment. They then began recovering servers and computers. Lloyd's team had backed up files on a regular basis and re-imaged new computers the year before, which helped speed up the process.

Throughout every phase, UncommonX provided regular reports to Keith that he could share with the mayor's office.

Results

The City of Gary was back online within 72 hours. Full recovery took a week and a half. UncommonX also reduced the city's vulnerabilities by patching gaps in their network with a suite of security tools. Finally, UncommonX monitored threat intelligence sources, as well as the dark web, to make sure the attackers hadn't released any of the data they had stolen.

Lloyd Keith realized that maintaining effective full-time security would be difficult alone. So, the city signed a long-term contract with UncommonX for SOC managed security services. Keith and city officials realized it was much more cost effective to add increased security measures now than pay the considerable costs to recover from another major cyberattack.

Solutions Provided:

- Incident Reponse
- 24/7 Managed Services
- BOSS Security Platform
- 24/7 Monitoring
- Vulnerability Assessment
- Security Reporting

Ready for the Security You Deserve? Let's Talk.

Talk to our experts today about your specific needs. Call **866-405-9156**, email us at **sales@uncommonx.com** or visit us at **UncommonX.com**.