

Real Cyber Stories: Civil Engineering Firm

The Threat

A **civil engineering firm with \$40 million in annual revenue** was crippled by a devastating **ransomware attack**. Every computer in its network was encrypted. Even worse, its Managed Service Provider (MSP) had **failed to maintain backups for more than five years**.

The impact was immediate and severe: the firm was **losing \$1 million per week** in business interruption and extra expenses. Although they carried a **\$2 million cyber insurance policy**, they quickly discovered that insurance alone wasn't enough.

The Consequences

The insurer appointed a breach response law firm and forensic computer investigators, but their focus was limited to **finding the cause of the attack**—not the millions in business interruption losses.

Concierge Cyber stepped in with a critical reminder: under the policy, the firm was required to file a **written, detailed, and sworn Proof of Loss within 90 days** of discovering the systems failure. Without it, their recovery would have been jeopardized.

We introduced the firm to a **forensic accounting firm, on the insurer's approved panel**, who immediately began quantifying the full scope of losses, including business interruption and extra expenses. With Concierge Cyber's **claims advocacy and guidance**, the firm positioned itself to recover the **full policy limits**, rather than settling for only a fraction.

The Concierge Cyber Path Forward

As a Concierge Cyber member, the firm gained access to the right experts at the right time:

- Recommended a vetted **forensic accounting firm** to prepare a comprehensive Proof of Loss.
- Worked hand-in-hand with the insurer's claim manager to drive a **holistic claims strategy**.
- Identified major **weaknesses in the MSP contract**, including a liability cap tied to the MSP's E&O insurance limits.
- Advised the firm to request **Certificates of Insurance from all vendors** moving forward.
- Introduced the firm to a **plaintiffs' law firm** to pursue recovery from the MSP.
- **Reviewed all P&C policies**, including the Commercial General Liability (CGL), and **highlighted favorable case law** establishing the insurer's duty to defend under the CGL.

The Concierge Cyber Solution

With Concierge Cyber's advocacy:

- The Proof of Loss was filed promptly, unlocking the **full \$2 million policy payout**.
- The firm pursued **additional recovery avenues** against its negligent MSP.
- Broader insurance policies were engaged, **maximizing overall recovery**.
- The firm strengthened its **vendor risk management and insurance posture** for the future.

The Takeaway

Concierge Cyber: Maximizing recovery. Minimizing risk.