

Real Cyber Stories: Regional HR & Benefits Administrator

The Threat

On a Friday evening, the **CEO of a regional Human Resource and Benefits Administrator** received a threatening message: their **Customer Relationship Management (CRM) platform had been hacked**. Hackers demanded a **\$150,000 bitcoin ransom**, threatening to leak the personal data of thousands of employees if payment wasn't made.

Unlike many companies, this firm had **no cyber insurance** to guide or cover them in the event of an attack. The CEO was left scrambling—unsure whom to call, what steps to take, or how to handle the escalating crisis.

The Consequences

As a **Concierge Cyber member**, the company had immediate access to trusted resources even without a cyber insurance policy:

- **Deployed a My-CERT® breach attorney** and forensics firm from our vetted vendor panel, launching the incident response plan the same night.
- Secured services at **35–50% below standard market rates**, thanks to Concierge Cyber's pre-negotiated vendor agreements.
- Guided the CEO through the incident response process, ensuring swift, compliant action and clear communication with affected clients.

The Concierge Cyber Path Forward

With Concierge Cyber's intervention:

- The company **contained the breach quickly**, minimizing exposure of sensitive data.
- They saved **tens of thousands of dollars** in legal and forensic costs by leveraging Concierge Cyber's vendor panel rates.
- The CEO had confidence that the crisis was being managed effectively—without overpaying or falling victim to opportunistic vendor pricing.

The Concierge Cyber Solution

Even without cyber insurance, this company was able to respond effectively to a major ransomware threat. Without Concierge Cyber, they would have faced **skyrocketing vendor costs, prolonged downtime, and reputational damage**.

With Concierge Cyber's **discounted vendor panel, crisis management expertise, and 24/7 access**, they resolved the incident cost-effectively—saving **35–50%** in response costs while protecting their reputation and clients.

The Takeaway

Concierge Cyber: Maximizing recovery. Minimizing risk.