

Enhancing Cybersecurity for an Insurance Company

An insurance company found itself grappling with severe cybersecurity vulnerabilities after falling victim to a debilitating ransomware attack.

The attack arrived suddenly and decisively, encrypting critical systems and grinding day-to-day operations to a halt. Years of deferred upgrades and a backlog of maintenance had left the environment fragile; despite a skilled onsite IT specialist, the demands of scale and security exceeded what one person could sustain. The incident revealed not only technical gaps but also the strategic risks of a reactive IT posture.

Transforming a Reactive IT Environment into a Proactive, Security-first Program

TeamLogic IT moved immediately to contain the incident and restore trust. Our engineers mapped the scope of the compromise, isolated affected systems to stop lateral movement, and verified the integrity of backups before recovery. Working closely with the client and external agencies, TeamLogic IT coordinated a controlled recovery that prioritized business continuity while protecting evidence and preserving options for remediation.

With operations stabilized, TeamLogic IT turned to rebuilding a resilient IT foundation. We replaced aging hardware to meet modern standards, procured and configured a current-generation firewall and networking stack and applied comprehensive patching across endpoints and servers. Because the compromise originated through an on-premise email environment, TeamLogic IT recommended and began a migration to Office 365 to reduce on-site attack

surface and introduce cloud-native protections and redundancy.

Prevention became the guiding principle of the rebuild. TeamLogic IT instituted continuous monitoring and logging, deployed endpoint hygiene best practices and implemented routine backup verification to ensure recoverability. The client adopted TeamLogic IT's managed IT services solution with managed detection and response (MDR), providing 24/7 threat detection, rapid containment, and proactive incident response to prevent recurrence.

Beyond technology, TeamLogic IT focused on people and process: access controls were tightened, incident playbooks were established and staff received targeted training on phishing and response procedures. This blend of onsite expertise and outsourced security capability turned a reactive posture into a strategic program that scales with the business.

The result was more than restored systems—it was a shift in mindset. TeamLogic IT helped the organization move from crisis management to proactive governance, delivering a secure and modern infrastructure that supports growth and reduces operational risk. What began as a crippling ransomware event became the catalyst for long-term resilience and renewed confidence.

Move forward with **The Color of Confidence®**.