

# **IARW-WFLO Convention**

April 7-10, 2019

Santa Ana Pueblo, New Mexico

# Dealing with a Cyber Attack

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# Cybercrime damages are predicted to cost the world \$6 trillion annually by 2021, up from \$3 trillion in 2015.

- > Exponentially more than the damage inflicted from natural disasters in one year
- More profitable than the global trade of all major illegal drugs combined
- > By 2021, more than 70 percent of all cryptocurrency transactions annually will be for illegal activity
- > Around \$76 billion of illegal activity per year involves bitcoin

\*according to the Cisco/Cybersecurity Ventures 2019 Cybersecurity Almanac



# Considering the statistics, it's not a question of 'if' a small-to-midsized business will be hacked, but 'when'.

- > Even with all of our changes, our IT department is certain we will be hit again
- > It is just how we've prepared/protected ourselves that can change the outcome

128th April 7–10, 2019
Santa Ana Pueblo, New Mexico

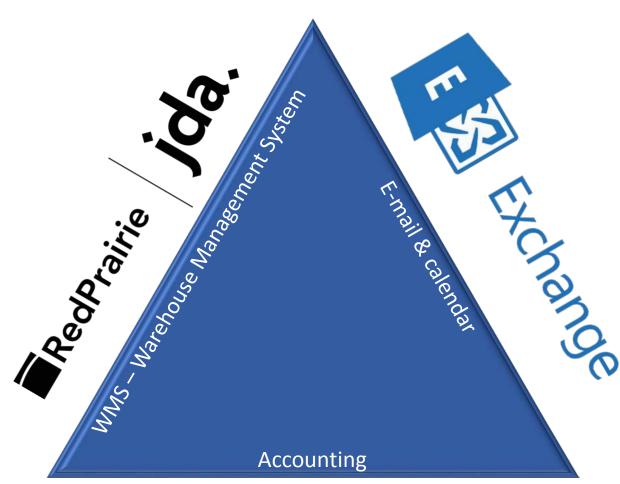




# **INTERSTATE WAREHOUSING**

**Our Systems** 



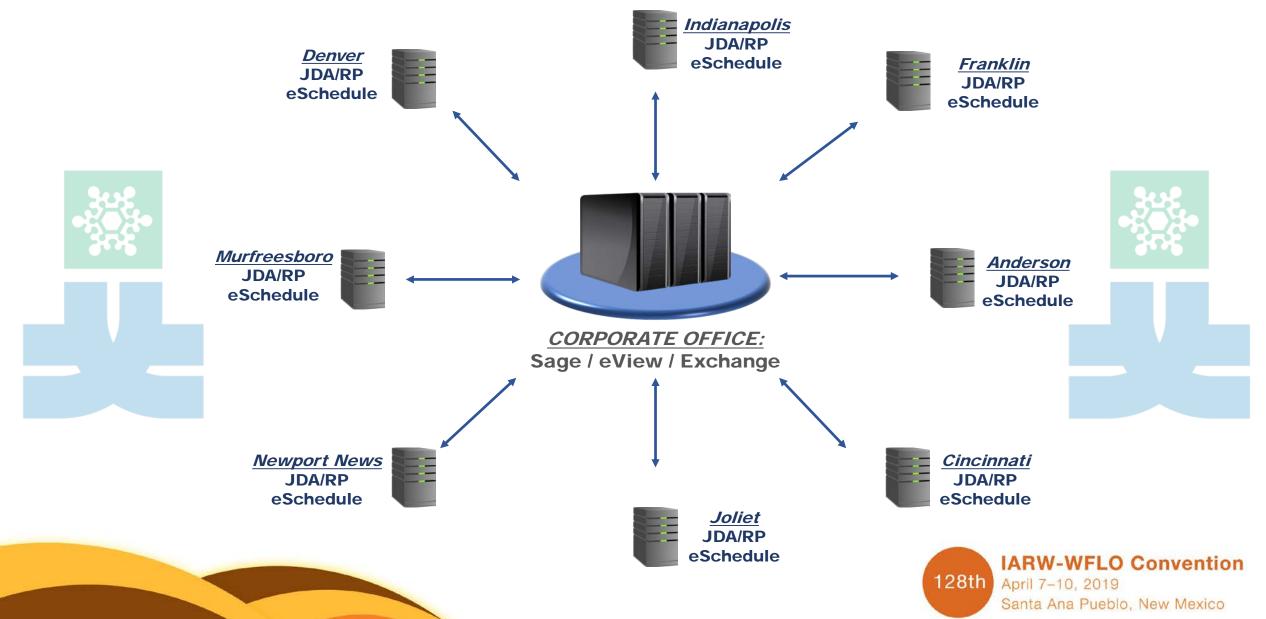






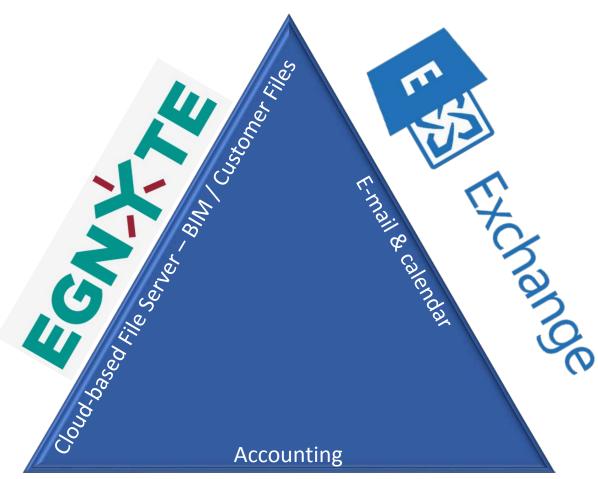


# **INTERSTATE WAREHOUSING**



# **TIPPMANN CONSTRUCTION**

**Our Systems** 







# **ASK YOURSELF**

Where Would You Be Without These Applications?

#### **Phone System**

VOIP meant it was impacted as well – we were down to cell phones - contact lists were crucial!



100% of our 1,300 employees were affected. Everyone had to make adjustments to working without the usual technology.

#### **WMS and EDI Systems**

5 Minutes after the attack launched we had zero access.

#### The Ability To Access Email

That's where we found ourselves and we defaulted to our private accounts.

#### **Business Reports and Accounting**

All locked and inaccessible.



#### Servers

EDI, WMS, accounting, reports, history, only our last resort backups were unaffected but those would take days to load.

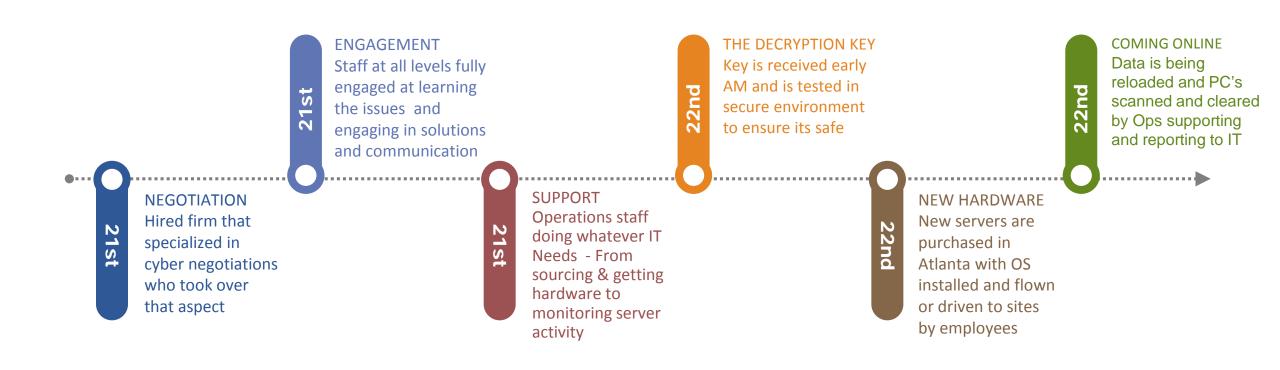


Timeline Sunday 20 January (Martin Luther King, Jr. Weekend)

**ONSITE SUPPORT DETERMINATION ENGAGEMENT Cyber Security** IT investigates and Initial contact with firm (Symplexity) determines issue hackers and working along IT is ransomware securing of system Staff to secure and attack after and backup data bring up network malware found infrastructure **SECURING THE REPORTING ATTACK IMPACTS CRISIS RESPONSE** Midnight **BUSINESS** Engaged Warehouses begin WMS, Accounting Verify what systems **Cyber Security** & Email servers all reporting inability Professionals have been attacked, down. 600 PC's to connect to (Coveware) to handle then secure systems negotiations. impacted, iPhone business systems not affected, including Notified major and iPads down facility security and customers of the refrigeration situation. operating systems

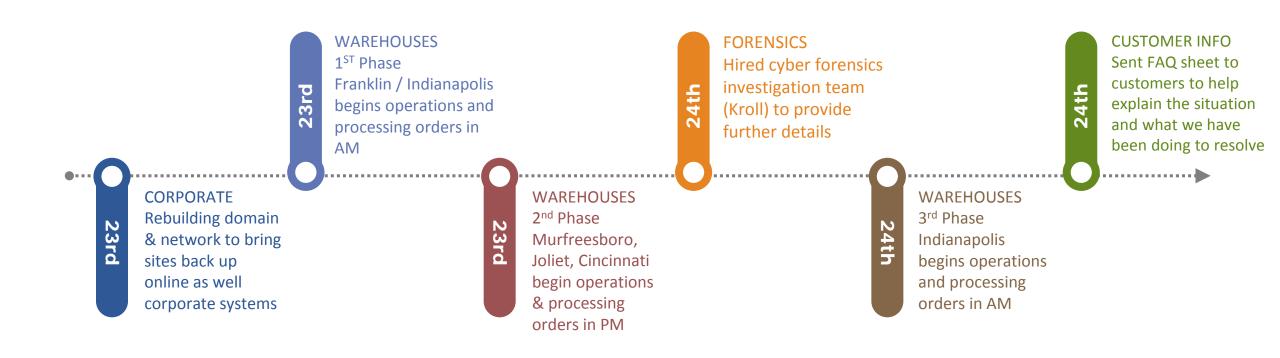


Timeline Mon - Tues (21 & 22) January





Timeline Wed - Thurs (23 & 24) January





Timeline Fri - Sat (25 & 26) January

25th

**ALL SITES** 

Finish converting users to Office 365 – This was in process but due to attack deployment is sped up.

WAREHOUSES
5th Phase

Anderson begin operations & processing orders

in AM

FULL RECOVERY
Approximately 1

Approximately 1 week after event all sites are back to normal

Recov



WAREHOUSES

4<sup>TH</sup> Phase

Newport News

begins operations
and processing

order in AM

# Our Team Stories / Lessons Learned

Things Get Done With People...



#### **LEADERS**

- Timely decisions
- Clear direction
- Effective communication



#### IT DEPARTMENT

At every site these folks refused to surrender... at every site there were air mattresses in offices and they took their sleep where they could



#### TIME MANAGEMENT

Using time wisely during the outage to manually collect inventory information saved us time and set us up for success at start-up.



# EXCEPTIONAL INDIVIDUALS

Knowing your employees' assets and strengths before you get in a crisis allows you to solve issues quicker during an event – example: Heidi – inbound scheduler with strong IT background



#### **TEAMWORK**

Be prepared! Have a plan and know your top performing employees in each area: Increased volume of work when operations resumed:

Day 1 – 58% more than normal

Day 2 – 75% more than normal

Day 3 – 184% more than normal



#### COMMUNICATION

Effective communication of the goal and getting employees to understand the importance of the situation allowed us to drive through the work with positive attitudes

\*100+ employees worked more than 70 hours that week



<sup>\*</sup>Every case pick record was broken during that time

### We Couldn't Have Done It Without Our Customers



#### **CUSTOMERS**

We cannot say enough here about the support our customers showed us and offers of help as well as working with us to manage the impact to their operations











