

# CEO Takes Control When Betrayed by IT Professional

A CLIENT SUCCESS STORY



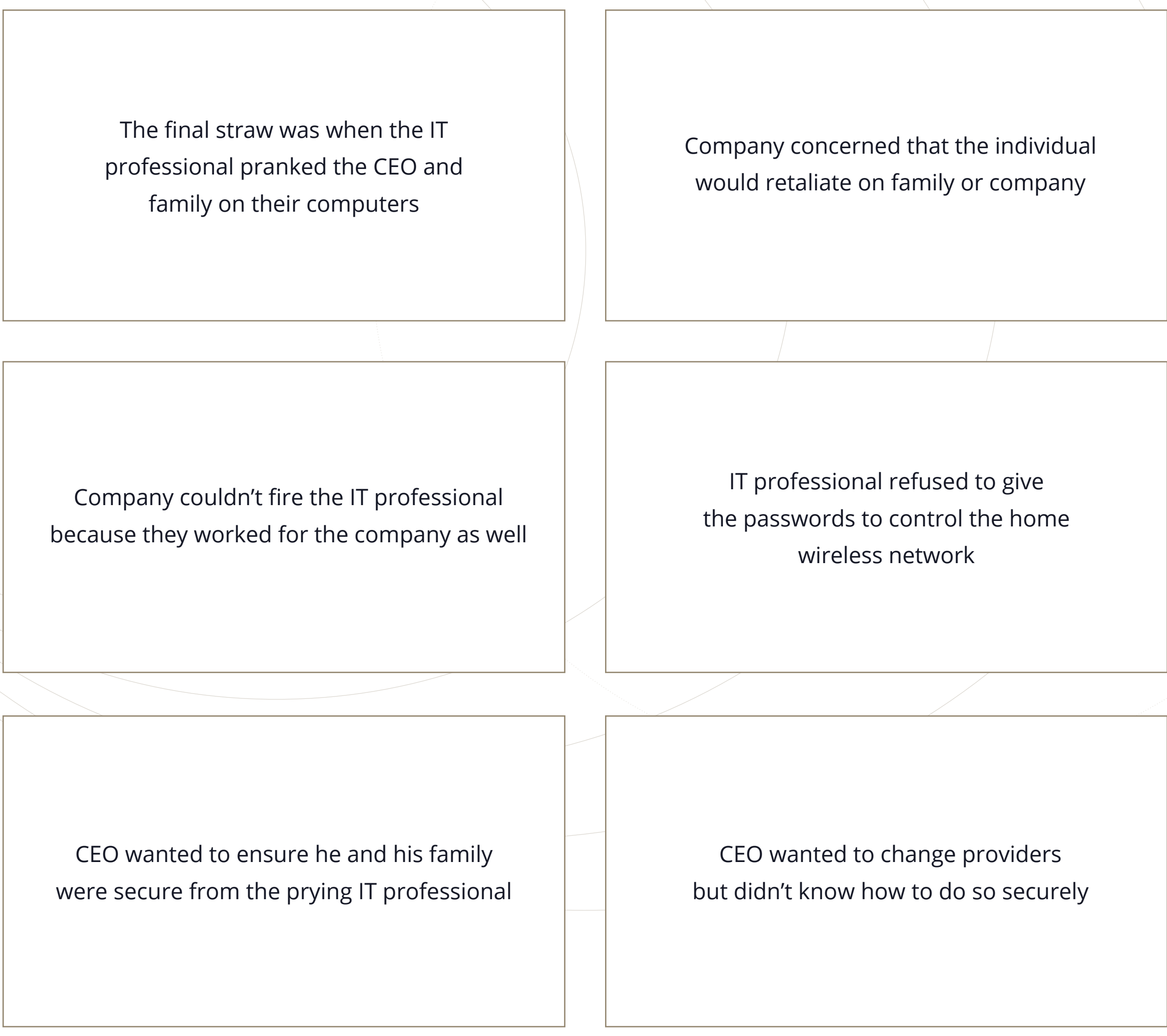
THE HERO OF THE STORY:

CEO

- CEO of Retail Company
- Spouse and two children
- CEO has multiple homes
- Sophisticated home automation and wireless networks in each home

## The Problem

IT professional was controlling CEO's home network, personal device security, and family emails from the office.



The CEO needed to protect her **family and her company**.

## BlackCloak's Guidance

We developed a holistic plan to protect the CEO and her family as well as the company. Our four-step approach included:

- 1

Protecting the company and family from data loss, extortion, and negative business impact
- 2

Working alongside a new IT services firm to implement new infrastructure in the home
- 3

Confirming all computers and mobile devices are protected with security monitoring software
- 4

Placing privacy protections on personal accounts and devices

## Putting the Plan into Action

The CEO coordinated with a new, outsourced IT provider recommended by BlackCloak. The new provider started by replacing all current physical equipment. Once done, BlackCloak secured the homes and infrastructure. With help from BlackCloak, the new IT provider tightened up family privacy by reducing the family's online presence by removing their personal information from Internet Data Brokers, hardening privacy choices on all devices and accounts, and adding deception technology to all devices for advanced tracking of hacking attempts. Our comprehensive plan protected the family's privacy, devices, and homes.



## The Results

**By reaching out to BlackCloak, the CEO and her family successfully prevented the former company IT professional from accessing their life, home, network, and personal computers.** They now have a secure wireless network and home automation system, have privacy for their entire family, and have trusted concierge in place for all future questions and issues. After several months, BlackCloak is still providing relevant updates and guidance for the CEO and her family.

Ready to take control of **your digital life?**

### About BlackCloak

BlackCloak's Concierge Cybersecurity & Privacy™ Platform for high-profile or high-net-worth individuals and corporate executives in their personal lives mitigates their hacking, financial, and reputational risks. Learn more at [blackcloak.io](https://blackcloak.io).

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