

Company Recovers Executive's Corporate Email Account from Hackers

A CLIENT SUCCESS STORY

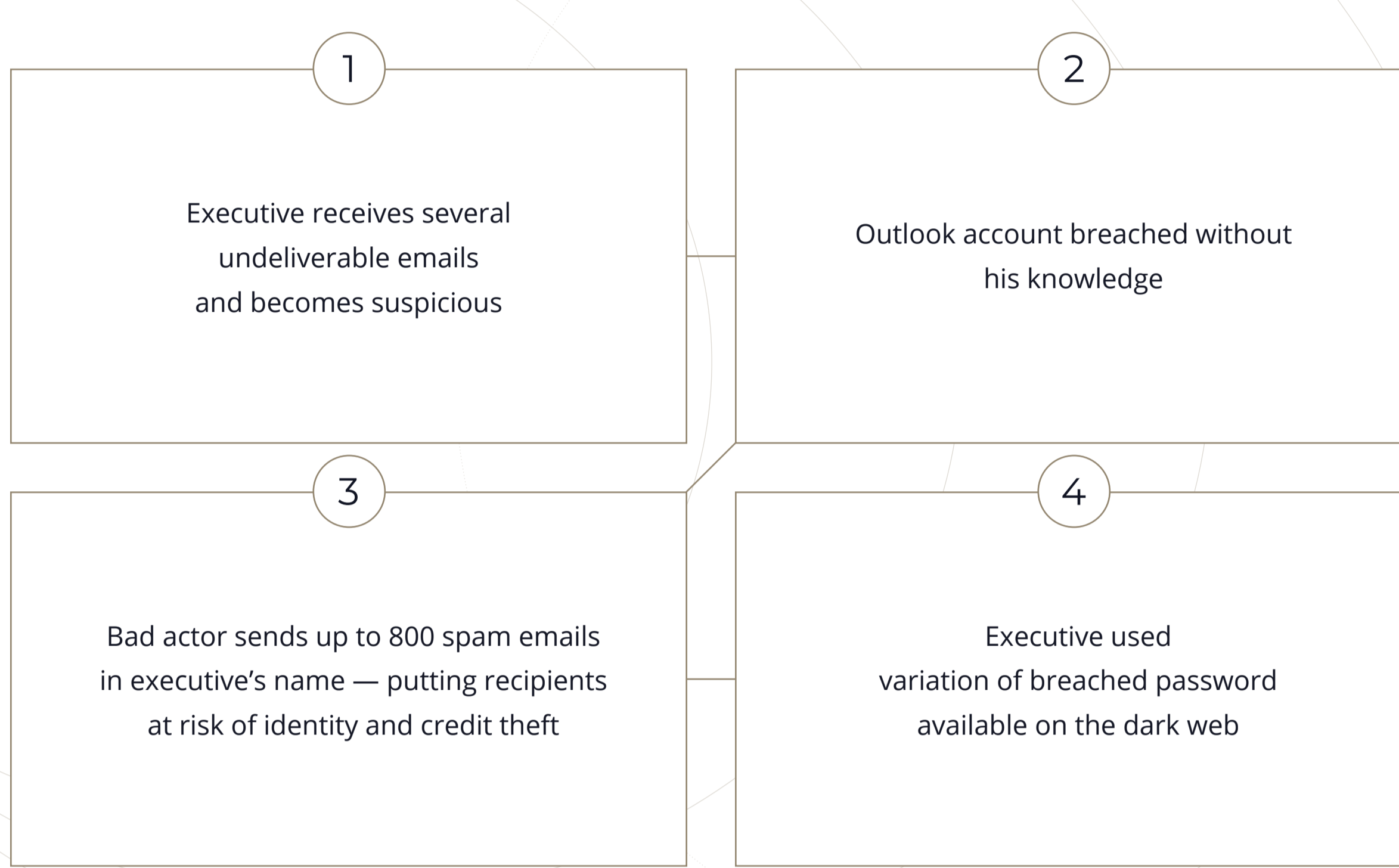


THE HERO OF THE STORY:
C-Suite Executive

- Company CxO
- Electronics manufacturing services company
- Microsoft Outlook account breached

The Problem

Poor **password hygiene** leads to compromised Outlook account



It wasn't just the executive who was at risk, a compromised Outlook account puts everyone connected to the account at risk — including the corporate network and email recipients.

BlackCloak's Guidance

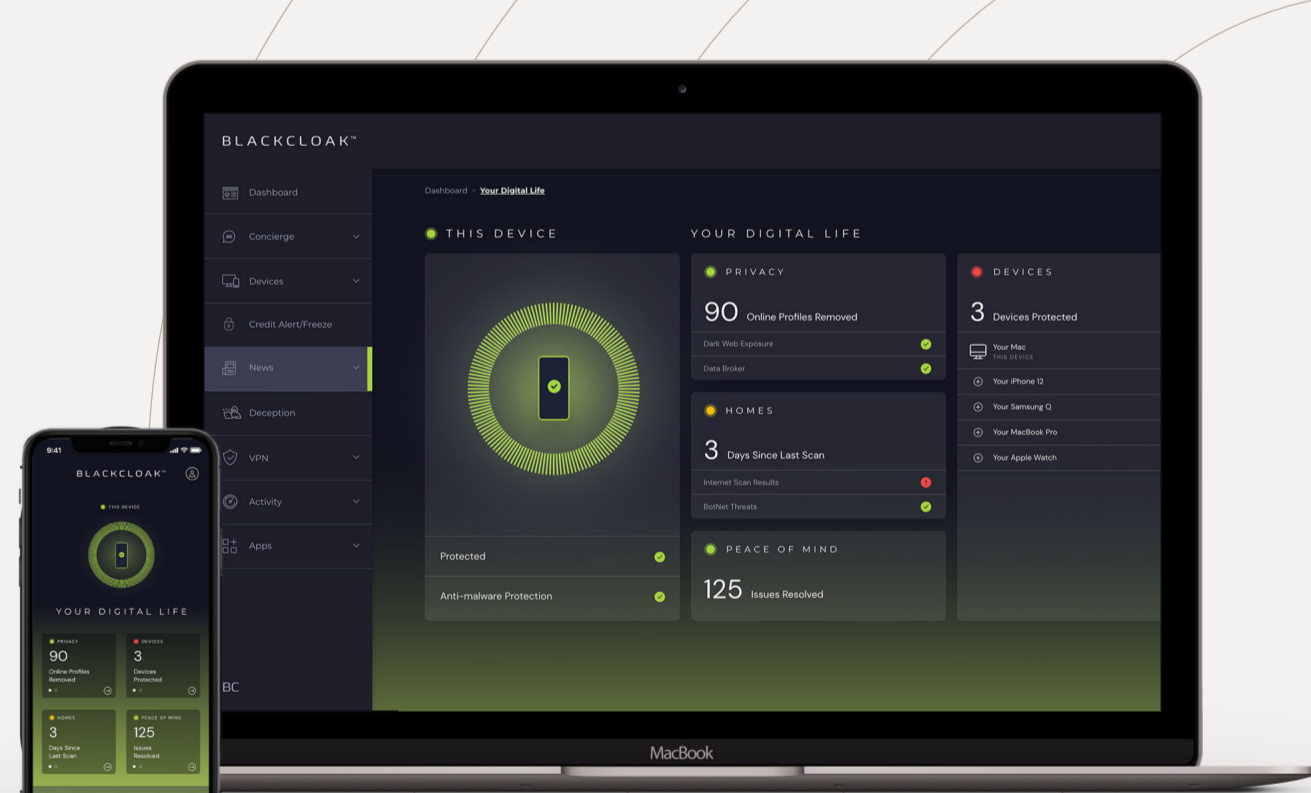
After terminating access to the corporate Outlook account, the company's IT team contacted BlackCloak. We initiated a comprehensive discovery and remediation plan to determine if bad actors were at work and recommend cybersecurity risk mitigation actions.

- Conduct forensic investigation to determine if Outlook account had been hacked
- Assess impact on executive and company
- Understand privacy and security controls across all personal accounts
- Secure email account for further review of dark web for stolen credentials
- Secure email account for further risk mitigation

Putting the Plan into Action

The company's IT team reviewed BlackCloak's plan and instructed us to remove the threat and protect the account against future attacks.

- Launched a forensic investigation and determined the Outlook account was hacked
- Attack originated from previously breached Azure virtual machine
- Discovered that executive was using a variation of breached password leaked on the dark web
- Implemented multi-factor authentication on all accounts, changed passwords, documented damage, and removed threat
- Scanned dark web for exposed passwords and removed credentials from data broker sites



The Results

Remediated threat and mitigated future risk

The executive and his company now have the peace of mind that BlackCloak delivers. The executive participated in the forensic investigation which uncovered that bad actors had gained access to his email account limiting his ability to send email while sending fake emails as if they were from him, then using what they learn for identity and credit theft. Now he has multi-factor authentication on all accounts, stronger passwords, and previous credentials have been removed from the dark web.

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.

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