

# CxO Restores Security After Social Media Account Hacked to Attack Company

## Description:

- Company CxO
- Avid social media user
- Manufacturing company
- More than 2,000 employees



## The Problem:

### Social Media Hack Spreads Cyber Threats

A CxO of a manufacturing company was an avid user of social media. One of his social accounts was hijacked by bad actors attempting to get access to critical company data. During the breach, the bad actors attempted to initiate money transfers and sent direct, problematic messages to employees through the C-Suite member's personal messaging application.

The employees that were sent messages were uneasy about their own security, causing distractions from their business priorities. The CEO was also concerned that the company would be exposed to reputational risk if control of the social account wasn't regained.

### BlackCloak Steps In

The company's security team reached out to BlackCloak to work on regaining control of the social media breach and proactively protect the executive leadership team's personal digital cybersecurity. It was important to execute the plan without invading the privacy of the CxO or encroaching upon control of his other personal accounts.

**The first order of business was to secure the email tied to the social account to stop continuing usage by the bad actors.**

Once that was complete, the BlackCloak team onboarded the entire C-Suite to the Digital Executive Protection platform to safeguard their personal digital cybersecurity. This included:

01.

Mobile protection software

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02.

Hardening personal device security and privacy settings

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Installing the BlackCloak Mobile App on all personal devices

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04.

Establishing multi-factor authentication on all accounts

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05.

Scanning deep and dark web for exposed passwords

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06.

Implementing an encrypted password vault for personal use

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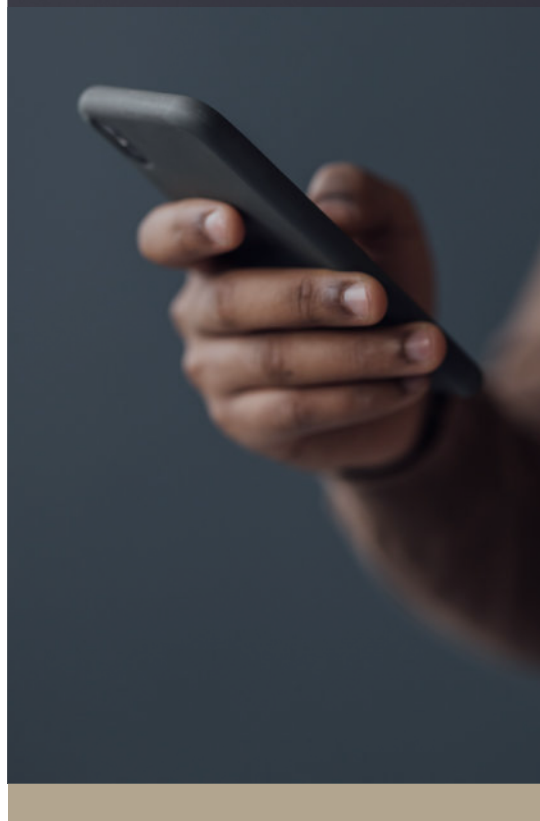
07.

On-going personal device security monitoring for vulnerabilities and malware

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08.

Weekly home network scans



## The Result

A hacked social media account can cause significant reputational damage and put everyone connected to the account at risk. In reaching out to BlackCloak, the CxO was able to gain back control of his compromised social media account as well as all of his personal accounts, reducing future risk to him and the company.

The company's IT team's minds were put at ease that the risk of breach was mitigated. The partnership even helped the company's CISO garner buy-in for security enhancements across the company – including providing password vaults for all employees.