

So.... What Happens If Your E-Mail is Hacked?

Many Businesses Small or Large, tend to believe that they are **not** going to be targets of **Cyber-Attacks**. The reality is that everyone and every business takes the risk of being compromised with password hacking, identity impersonation, domain spoofing, and phishing attempts.... all to gain control of your accounts and your customers....

Here is a Real-World Example:

Last week, one of the customers we supplied with E-Mail licenses for Microsoft Office 365 had their accounts hacked, most likely by a fake Microsoft Password reset. They were administrators on their own account and by being hacked, the bad actors gained access to their Office 365 Admin account.

What damages were done by the hackers?

The customer, who is in the million-dollar wholesale food trade business, had the following happen to their accounts:

1. **E-Mail Flow** was interrupted in **both** directions inbound and outbound
2. **Orders and all communication could not be processed** while remediation was taking place
3. Fake emails were being generated to the client's customers by the bad guys asking for **ACH payments to a fraudulent bank account.**
4. **Hidden Folders** were created in Outlook Web Access, to redirect any response from legitimate customers so our client would not see any responses that may have come back questioning and of the hacked emails. Once created in Outlook Web Access, the hidden folders were also mirrored on the Outlook Desktop.
5. **Microsoft flagged** the legitimate accounts for Bulk E-Mail Spam and shut down the E-Mail Accounts from Sending messages.
6. For remediation, it took our company with the support of **Three Microsoft Engineers 2 ½ days to undo the damage and correct all the issues.**
7. **Reputation Damages:** the client needed to send out a letter to all the customers explaining that their email was hacked.

Every business need E-Mail Protection and Impersonation Protection to avoid having your business shut down, even for a short while, to prevent loss of revenue and reputation damages. While not adding insult to injury, this customer months ago ordered E-Mail Protection services from us but then changed their mind. They have now added E-Mail Protection and Impersonation Protection from us with Barracuda Total E-Mail Protection.

In addition, we have removed the principals from having Administrator privileges on their Microsoft Office 365 account as we do with all of our Microsoft Office 365 customers to add that layer of protection.

The cost of the protection surely outweighs the damage that being hacked can do to your business and your reputation. Don't be a victim when it can be prevented with Barracuda's Total E-Mail Protection Suite.

Services available are:

- Total Email Protection (All Services and Protection)
- Advanced Security
- Cloud Archiving
- Cloud To Cloud Backup
- Impersonation Protection
- Managed Phishline (end user awareness training)
- Forensics IR

If you would like to test your own E-Mail for threats, you can do so for Free with Barracuda's Email Protection test located here (For Office 365 you must be admin):

https://www.barracuda.com/email_scan

For a customized quote or to get started with Barracuda E-Mail Protection please contact:

Michael Feingold

Digital Onesource Consulting Solutions

888-502-5092 x 3

mfeingold@docsconsulting.net

www.digitalonesource.net