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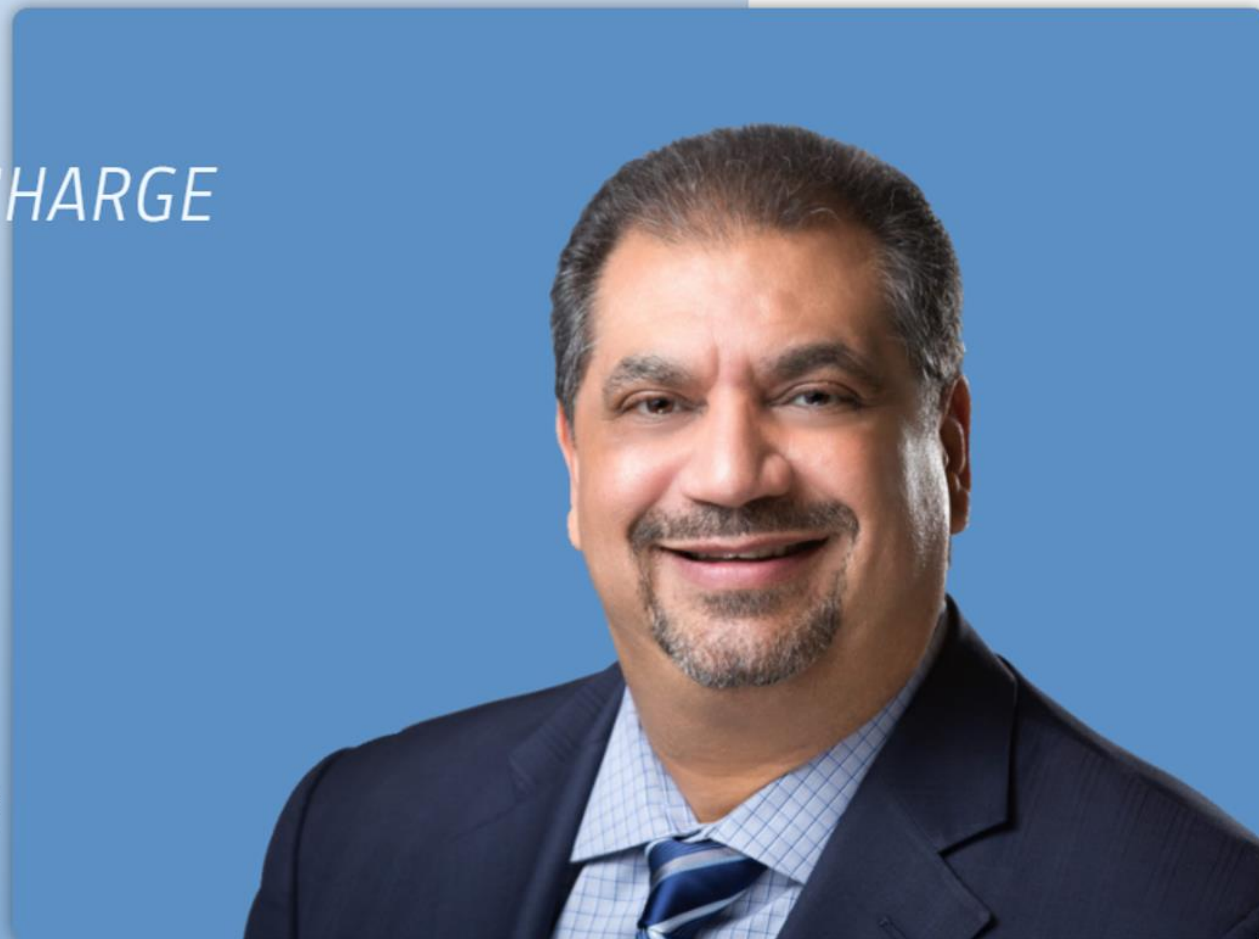
Are you ready to *SUPERCHARGE* your MSP Business?

Sharpen strategy, cultivate leadership and elevate execution and accountability to dramatically improve operational, marketing, lead generation, sales and service performance.

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*IT Business Transformation
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Who's Lurking in Your Customers' Networks?

How to detect and remove them...



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MSP Mastered®

The Case of the Lazy Technician

A report by the Datto Chief Security Officer discovered that one of the MSP's techs was **using duplicate credentials across multiple accounts** and **failed to set up two-factor-authentication** on at least two of his accounts.



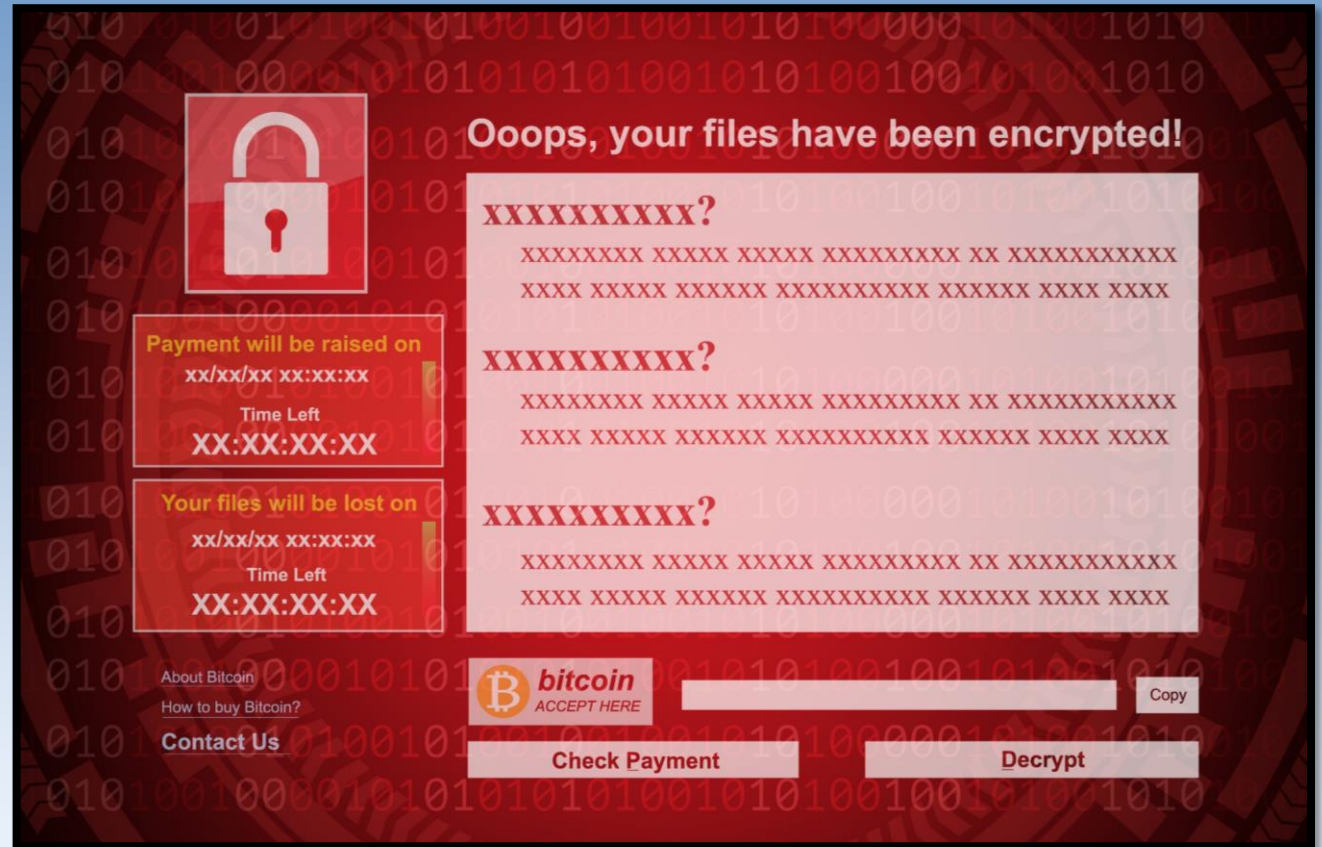
The Case of the Lazy Technician



This **weak access security** enabled hackers to **easily infiltrate** the MSP's network where they **disabled and deleted all data backups**.

The Case of the Lazy Technician

After sabotaging MSP's backups, the hackers then **installed ransomware** and demanded payment. **Without a usable backup**, the company was **forced to pay** the ransom to recover its own data.



The Case of the Legacy IP Scanner Tool

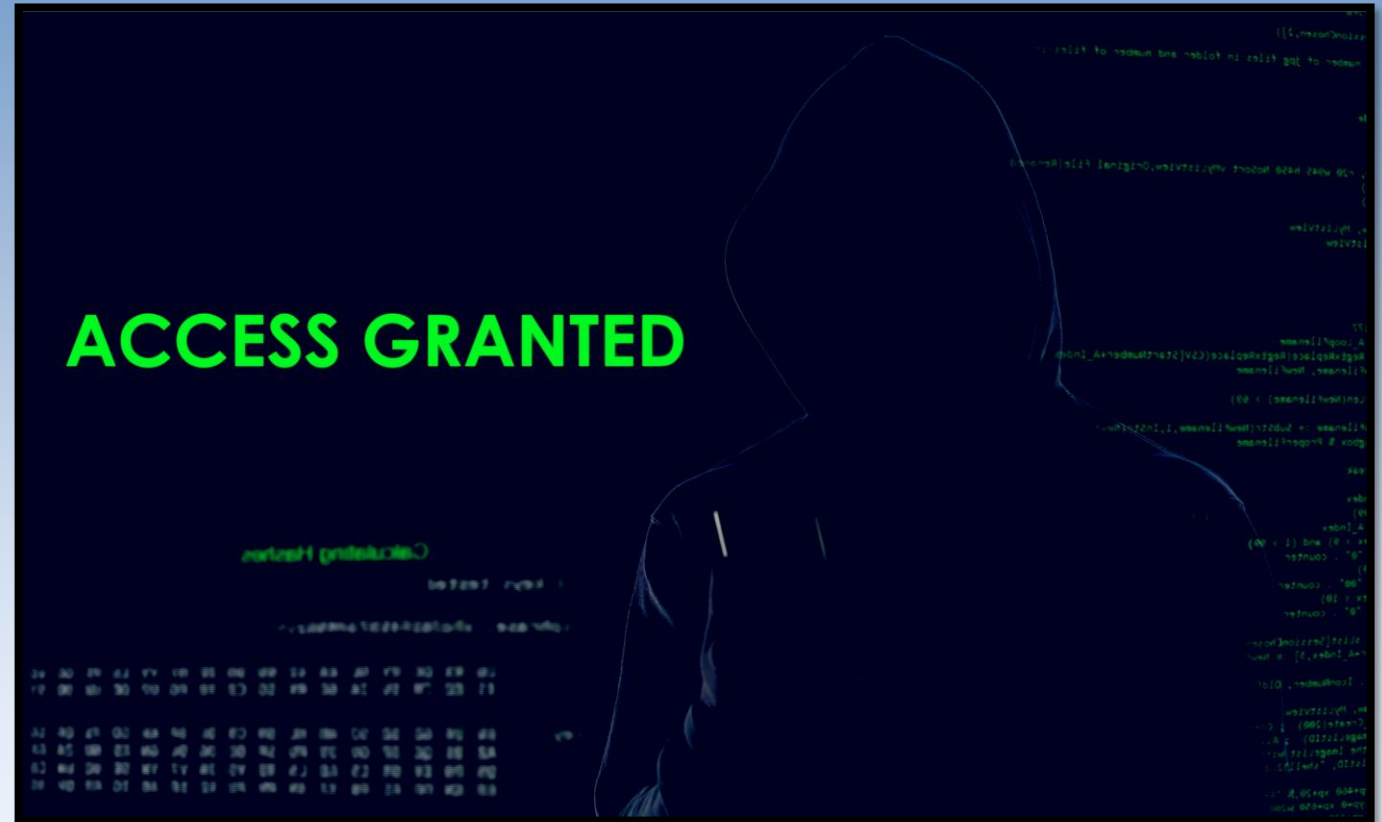


A massive **cyberattack** penetrated the software vendor's IT management systems through a **legacy IP scanner tool** and **compromised** an unknown number of **end-user client servers**.

More than two months after the attack, the full extent of the **damage is still unknown**.

The Case of the Legacy IP Scanner Tool

Some clients had **administrative superuser accounts** created within their Windows active directory, so **unidentified intruders had full access to their systems and data**, long before detection.



The Case of the Legacy IP Scanner Tool



“We still have no way to know what sort of malicious software or gateways may have been left behind nor what data has been stolen, which absolutely could lead to additional problems and liability concerns for us in the future.”

The Case of the Ex-Business Manager

Jason Needham, 45, of Arlington, Tennessee was sentenced to 18 months in prison and two years of supervised release for **hacking his former company's FTP server using stolen credentials of a former co-worker.**



The Case of the Ex-Business Manager



According to court documents, Needham retrieved from his former company's server:

- 82 AutoCAD files
- design schematics
- 100+ project proposals and budgetary documents.

The value of the proprietary info in those documents was between **\$250,000** and **\$550,000**.

The Case of the Moonlighting Technician

A hacker who allegedly threatened to sell access to all of an MSP's data on the dark web for \$600 left millions of dollars of damage in his wake.



The Case of the Moonlighting Technician



He was charged with computer fraud and abuse, plus unauthorized use of a computer for:

- Trying to extort the MSP's customers by **holding their data hostage for ransom**
- Attempting to **sell access to the MSP's cloud server** that contained data of several law firms, accountants, and a pharmaceutical company