

128th

IARW-WFLO Convention

April 7–10, 2019

Santa Ana Pueblo, New Mexico

Dealing with a Cyber Attack

Steve Tippmann
Executive Vice President
Tippmann Group



Cybercrime damages are predicted to cost the world \$6 trillion annually by 2021, up from \$3 trillion in 2015.



- Exponentially more than the damage inflicted from natural disasters in one year
- More profitable than the global trade of all major illegal drugs combined
- By 2021, more than 70 percent of all cryptocurrency transactions annually will be for illegal activity
- Around \$76 billion of illegal activity per year involves bitcoin

**according to the Cisco/Cybersecurity Ventures 2019 Cybersecurity Almanac*



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Considering the statistics, it's not a question of 'if' a small-to-midsized business will be hacked, but 'when'.



**CYBERSECURITY
VENTURES**

- Even with all of our changes, our IT department is certain we will be hit again
- It is just how we've prepared/protected ourselves that can change the outcome

**according to the Cisco/Cybersecurity Ventures 2019 Cybersecurity Almanac*

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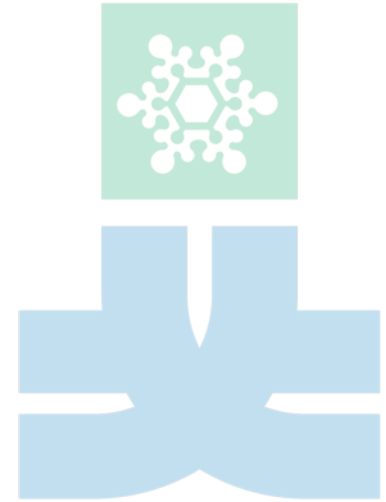
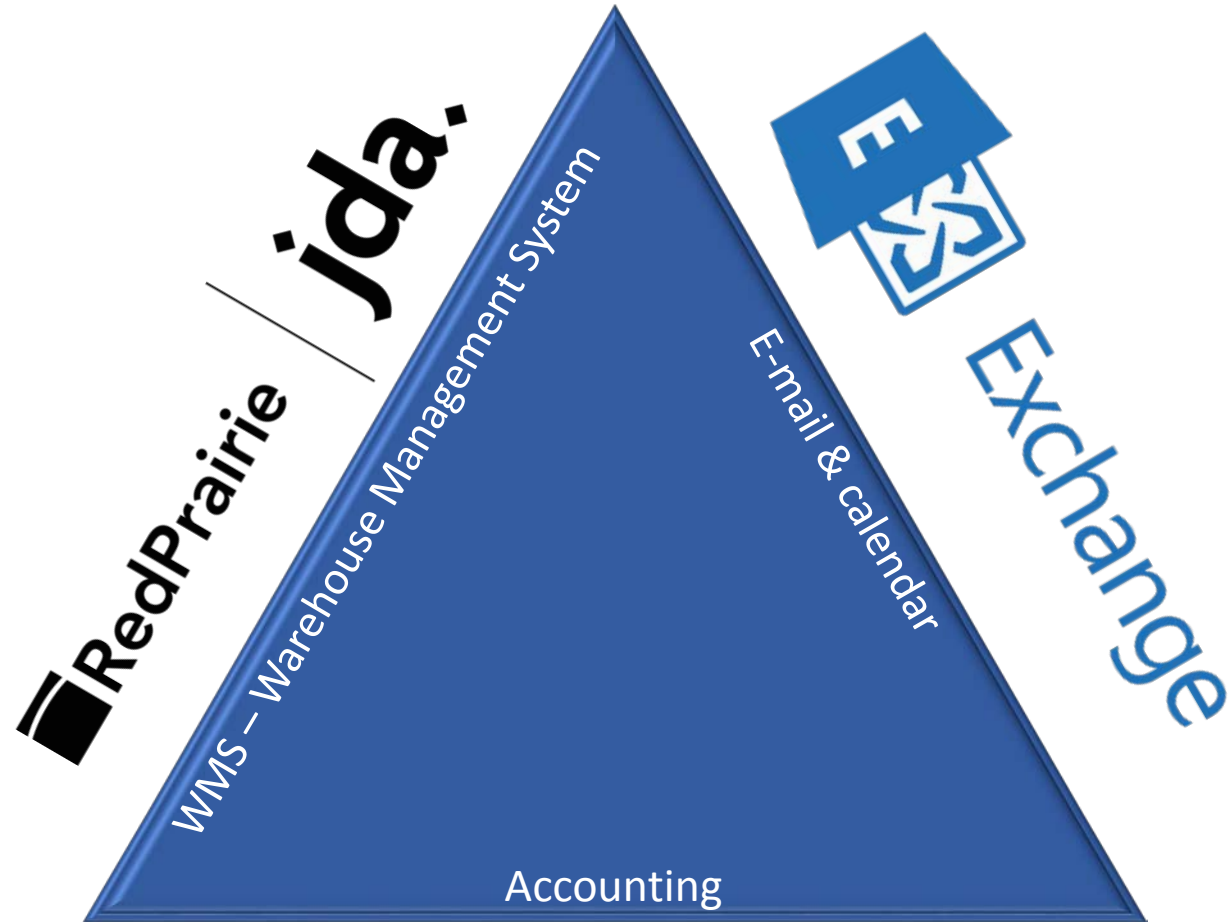
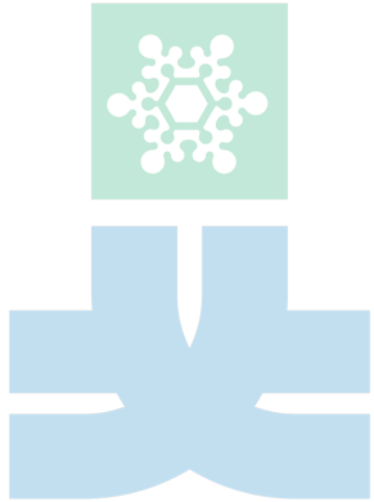
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INTERSTATE WAREHOUSING

Our Systems



sage

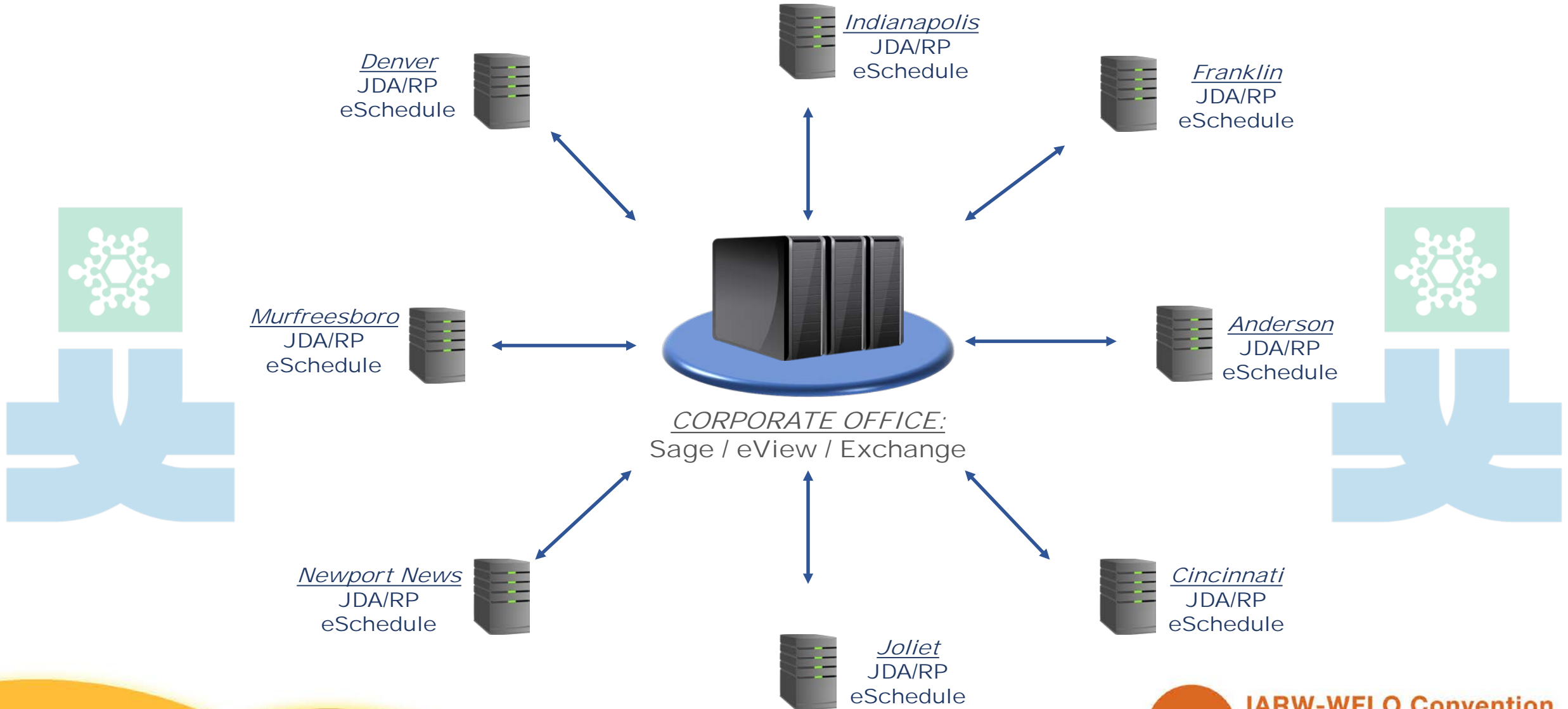
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INTERSTATE WAREHOUSING



TIPPMANN CONSTRUCTION

Our Systems



sage



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ASK YOURSELF

Where Would You Be Without These Applications?



100% of our 1,300 employees were affected. Everyone had to make adjustments to working without the usual technology.

Phone System

VOIP meant it was impacted as well – we were down to cell phones - contact lists were crucial!

WMS and EDI Systems

5 Minutes after the attack launched we had zero access.

The Ability To Access Email

That's where we found ourselves and we defaulted to our private accounts.

Business Reports and Accounting

All locked and inaccessible.



Servers

EDI, WMS, accounting, reports, history, only our last resort backups were unaffected but those would take days to load.



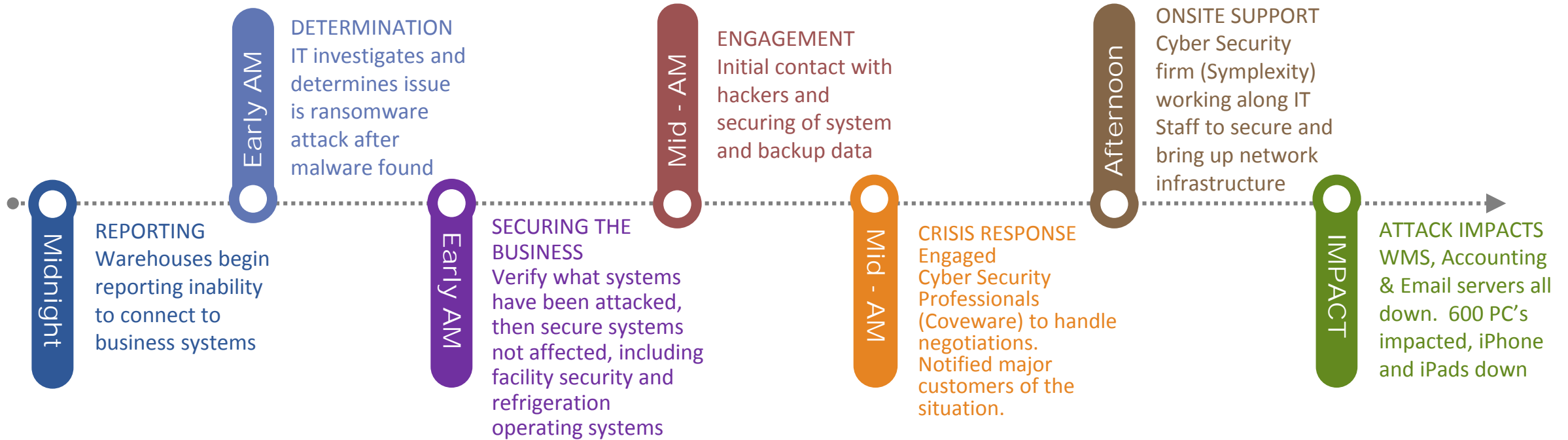
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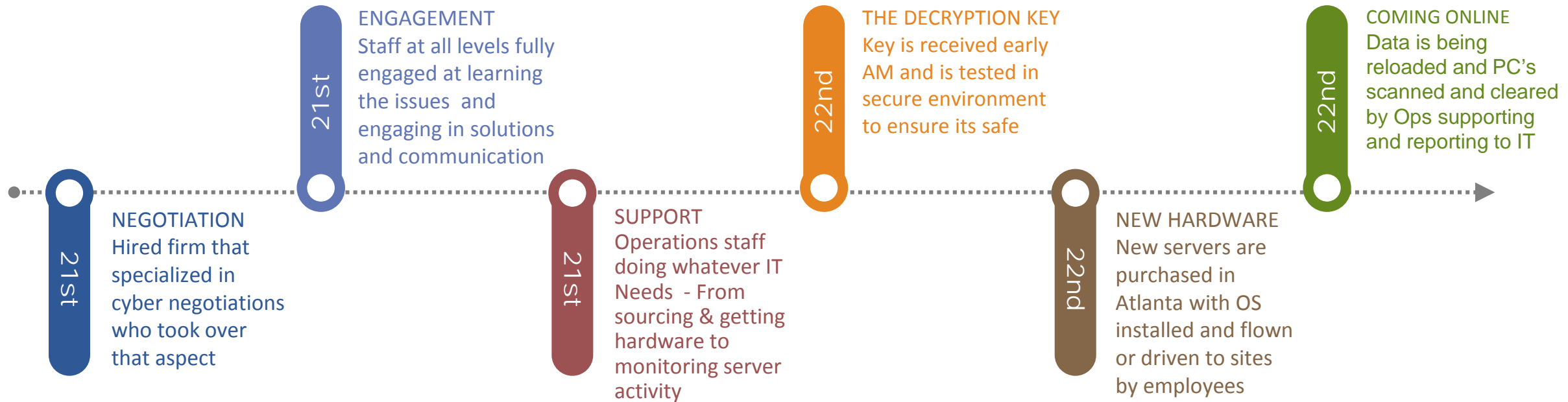
CYBER ATTACK

Timeline Sunday 20 January (Martin Luther King, Jr. Weekend)



CYBER ATTACK

Timeline Mon – Tues (21 & 22) January



CYBER ATTACK

Timeline Wed – Thurs (23 & 24) January



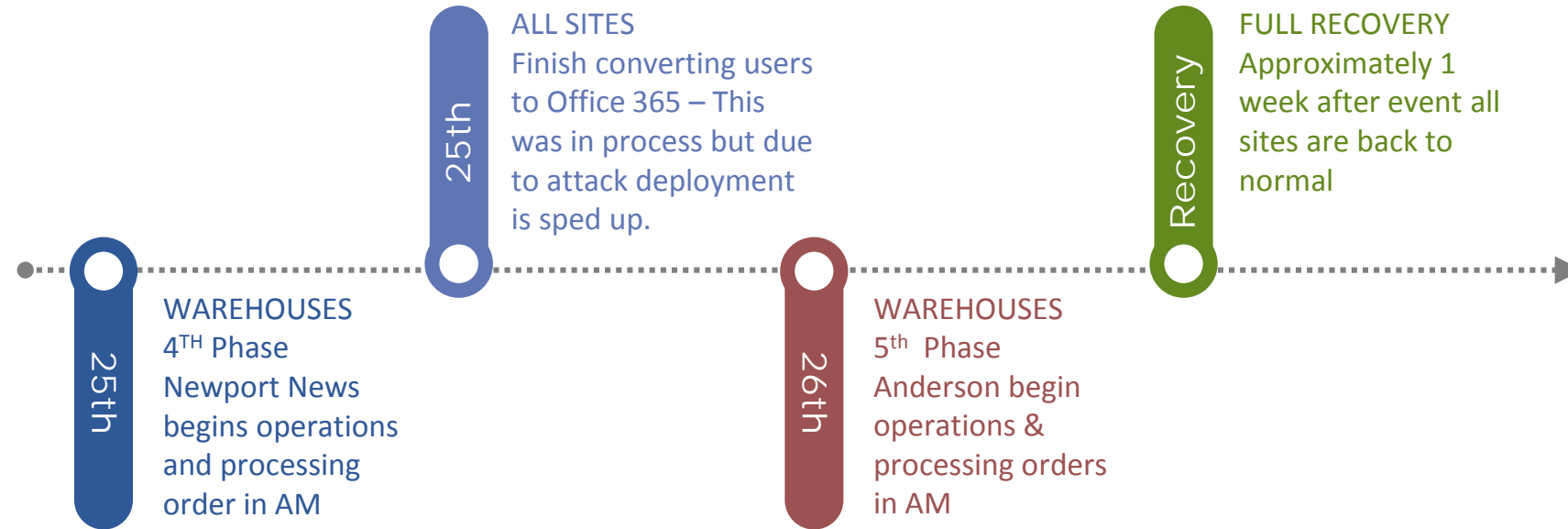
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CYBER ATTACK

Timeline Fri – Sat (25 & 26) January



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Our Team Stories / Lessons Learned

Things Get Done With People...



LEADERS

- Timely decisions
- Clear direction
- Effective communication



IT DEPARTMENT

At every site these folks refused to surrender... at every site there were air mattresses in offices and they took their sleep where they could



TIME MANAGEMENT

Using time wisely during the outage to manually collect inventory information saved us time and set us up for success at start-up.



EXCEPTIONAL INDIVIDUALS

Knowing your employees' assets and strengths before you get in a crisis allows you to solve issues quicker during an event – example: Heidi – inbound scheduler with strong IT background



TEAMWORK

Be prepared! Have a plan and know your top performing employees in each area:
Increased volume of work when operations resumed:
Day 1 – 58% more than normal
Day 2 – 75% more than normal
Day 3 – 184% more than normal

***Every case pick record was broken during that time**



COMMUNICATION

Effective communication of the goal and getting employees to understand the importance of the situation allowed us to drive through the work with positive attitudes

***100+ employees worked more than 70 hours that week**

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We Couldn't Have Done It Without Our Customers



CUSTOMERS

We cannot say enough here about the support our customers showed us and offers of help as well as working with us to manage the impact to their operations



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