



# Proactive Managed IT Services Halts Law Firm Hack

## HACKERS UNWITTINGLY SENT A SCAM EMAIL TO A MANAGED IT SERVICES COMPANY

Not every provider of [managed IT services](#) reaches out when they notice a nonclient was hacked. But that's what Nortec did when Chief Operating Officer and EVP George Hammerschmidt received an unusual email from Kresses & Piasecki Legal, P.C. The small law firm had helped Nortec's executive staff navigate U.S. residency and citizenship. Hammerschmidt instantly recognized the threat and offered Nortec's assistance. When he did, the picture of how the breach occurred emerged.

## A SOPHISTICATED, TARGETED SCAM

Savvy criminals target lawyers like Kolette Kresses-Piasecki. This phishing email imitated messages she and other professionals receive daily. Unfortunately, the wrong response unwittingly gave hackers control of her email.

## ONCE INSIDE, THE CYBERCRIMINALS HID THEIR ACTIVITY

The criminals used Kresses-Piasecki's email to start conversations, unbeknownst to her. Operating in the background, they sought to trick the firm's clients into wiring money to overseas bank accounts. To her, nothing appeared unusual. Fortunately for Kresses-Piasecki, a managed IT service provider COO was one of those contacts.

## HOW A PHONE CALL HALTED THE ATTACK

Hammerschmidt quickly realized the email "from" Kolette Kresses-Piasecki wasn't legitimate. He immediately called her and offered to help. It was an urgent situation, so Nortec's Cyber Expert, Kevin Wills, scheduled a meeting to create a plan that:

- Regained control of Kresses-Piasecki's email
- Reset the admin password
- Turned on multifactor authentication, preventing future email breaches

"I always thought Nortec was too big for me because they're an advanced security group. I didn't know they were for the little guys too."

Kolette Kresses-Piasecki, attorney-at-law and managing partner at Kresses & Piasecki.

## THESE ACTIONS KICKED THE HACKERS OUT OF KRESSES-PIASECKI'S EMAIL

She then contacted each person who received a spam message and confidently informed them the threat was over.

## NO ONE SUFFERED A FINANCIAL LOSS

Nortec's rapid response stamped out the possibility a client would wire money to a hacker. The attack didn't spread. Kresses & Piasecki isn't worried they'll fall for another scam. The firm isn't battling cybercriminals alone.

## THE ATTACK CHANGED HOW KRESSES & PIASECKI VIEWS MANAGED IT SERVICES

As Nortec secured her law firm's environment, Kresses-Piasecki learned smaller businesses like hers engage Nortec for managed IT and [cybersecurity services](#). "I always thought Nortec was too big for me because they're an advanced security group," she said. "I didn't know they were for the little guys too." After realizing Nortec had solutions for her, she became a [managed cloud client](#). The fully managed solution combines the power of Microsoft 365 with [cloud consulting services](#) and a dedicated help desk Kresses-Piasecki can call with any issue – big or small.

## UNLIMITED IT SUPPORT + CYBERSECURITY SERVICES = TOTAL PEACE OF MIND

Nortec continually watches their environment and secures communications. They also help Kresses & Piasecki determine what is a legitimate email. Kresses-Piasecki flags any email that looks suspicious. Nortec's technicians always respond quickly, letting her know if she can trust the message. This level of support provides invaluable peace of mind.

## IT'S NOT REACTIVE – CYBERSECURITY ASSISTANCE

Continuous monitoring and auditing of the IT environment prevent avoidable issues. If a problem does arise, they have confidence that it will be fixed. Nortec even handled a licensing issue with a vendor when Kresses-Piasecki noticed she was billed twice for a subscription.

## CLOUD CONSULTING SERVICES BRING A STRATEGIC PERSPECTIVE

Prior to engaging Nortec, Kresses & Piasecki only had a number to call when they wanted to order something. Now they have a comprehensive solution from a managed service provider. Nortec's [cloud consultants](#) provide tailored technology recommendations that align IT with the firm's long-term business plan.

## DON'T RELY ON LUCK – GET A MANAGED IT SERVICES PARTNER

Kresses & Piasecki was lucky. Other lawyers have shared they continue to be plagued by the risk of a breach. It's an ongoing threat Kresses & Piasecki no longer worries about. You deserve the same peace of mind. [Call us today](#): (703) 448-0660.

"Nortec is very attentive to my questions. If there's an issue, even if it's little or a goofy question, someone immediately gets back to me. They're always on it."

Kolette Kresses-Piasecki

When we manage your IT, we take care of your technology so you can focus on your business. Contact Nortec today at **866-531-1990**.