

CUSTOMER SUCCESS STORY

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# Michael T. Gibson P.A.

## Auto Justice Attorney



## Company Overview

Auto Justice Attorney Michael T. Gibson opened his Orlando personal injury law firm 15 years ago after seeing his own family in need of legal help to advocate for them after a head on car collision. His firm is dedicated to helping auto accident victims and their families through the difficult, overwhelming, and often frustrating process of filing a personal injury or wrongful death claim. The firm has 4 attorneys and 22 staff who have ample experience helping car accident victims seek the compensation they deserve for their injuries.



## Cybersecurity Challenges

As a personal injury law practice, the firm has client's sensitive information, including medical records, and they try to ensure that information is protected to the greatest extent possible. "We want our clients to have confidence and trust that when they come here, their sensitive information is protected with us. We try to get the best experts to assess our environment, how to better secure it and validate that those controls are in place."

One day Michael and his family were on a vacation in Sanibel Island when he received a phone call from his partner saying that there were ransom letters printing out of the printers. The law practice had just been victimized by cybercriminals, who had encrypted the firm's systems and data. "Our practice was basically crippled as even our backup systems were corrupted," said Gibson.

Gibson's immediate reaction was to call their IT professionals to see if they could provide any specialists to help the law practice regain access to its systems and data. "I was pacing around on the beach trying to find internet and cell service to conduct whatever research I could to figure out how to protect our clients and our firm."

The IT firm told Gibson that their insurance company would help get this resolved. A day later, when no progress was being made, Gibson decided to take matters into his own hands and look around for cybersecurity professionals who might be able to help.



## Working with **GuidePoint Security**

“Even from the start, I was conducting research about ransomware and many times came across either GuidePoint Security’s own website or articles from other websites where their professionals were quoted,” Gibson said. “I thought to myself these guys look and sound like experts and my mindset was very military-like... I wanted the best to help us win the day. I filled out the form on their site and within 10 minutes received a call from GuidePoint.” Within an hour, Gibson and his partner were on a call with a team of GuidePoint Security professionals.

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**“I’ve been a trial lawyer for 17 years and am usually the guy people are coming to with a high stress event and that I’m trying to resolve for them. So I’m familiar to being the person that someone else relies upon and now the role was reversed, where I was counting on GuidePoint. They put me at ease in that I wasn’t the first person to go through this.”**

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GuidePoint’s DFIR team was able to identify where the actual breach occurred—and it wasn’t on the firm’s end—it was a breach with their MSSP. “This is 2 days in and there’s basically no productivity at our office because we have no access to our systems or information.”

It was determined that a ransomware negotiation was necessary, but “just like having a client want to negotiate with an insurance company themselves, we didn’t understand who the attackers are, where they are, if we could trust that they would provide us with the keys back to our business, so we needed experts to handle that, and get the practice functional again.”

The GuidePoint Security team was able to negotiate a resolution with the attackers by noon that Friday - 48 hours from when the practice was first victimized. “At that point I was relieved and felt like we won, but what I didn’t understand was in addition to resolving the underlying attack, was how complicated it could be to restore the network using the decryption from the attackers. There are lots of technical or logistical challenges in getting the information back up and running and **without the GuidePoint professionals doing what they did, I don’t know that we would’ve gotten by that step, which is quite scary. Within about a week we were back online and fully functional.**”



**MICHAEL T. GIBSON**  
Auto Justice Attorney

**“As a lawyer, I always kind of look at my role with my clients as being a teacher. How do I teach them the complex role that I live in daily? And I think GuidePoint did an excellent job in doing that for me. As I’ve moved forward, I try to implement measures to make sure an event like this never happens again, I’m still able to use that jargon and understanding.”**

**“If I had to do this over again, knowing what I know today, the one thing that I think I would do differently is, I would’ve called GuidePoint Security immediately. If you do, unfortunately, find yourself in a ransomware event like this, call GuidePoint, get them on your side, and have them do what they do best.”**

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## About Us

GuidePoint Security provides trusted cybersecurity expertise, solutions and services to help organizations make better decisions that minimize risk. GuidePoint’s unmatched expertise has enabled a third of Fortune 500 companies and more than half of the U.S. government cabinet level agencies to improve their security posture and reduce risk.