MISSION DEBRIEF
From the Frontlines
FENIX24 CASE STUDY

County Government Ensures Continuity of Critical Public Safety Systems with Fenix24

The Challenge:

A large U.S. county faced a wake-up call when a critical public safety system went down during an election cycle, making uptime and security prominent issues in the election and raising urgent concerns about resilience.

Newly elected leaders won on a platform promising to fix critical IT vulnerabilities and maintain uptime for critical county and public safety systems, and they engaged Fenix24 via a cybersecurity attorney to assess risks and document a remediation plan. But the county's highly federated structure posed a challenge: each department controlled its own budget and cybersecurity priorities. Despite the representatives' efforts, they could not secure county-wide support.

The First Engagement:

Fenix24 implemented partial protection with a managed services program for core public safety systems and the representatives' office. We also documented broader risks and flagged other weaknesses that required attention, since the network was only as strong as its weakest link. Within the constraints of the budget, the county also purchased some resold software and limited EDR/MDR coverage from Fenix24.

The Ransomware Attack:

More than a year later, threat actors exploited one of the vulnerabilities that Fenix24 had originally flagged for the county and they experienced a significant ransomware attack. Because Fenix24 was already engaged, we were able to act as a recovery partner and quickly contained the incident, restored operations, and confirmed that the exploited vulnerability was one we identified during the initial assessment.

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The Recovery Response:

In the aftermath of the ransomware event, county leadership committed to implementing Fenix24's full managed services proposal. Drawing on our Good Samaritan values, Fenix24 extended interim support to the county while they worked through procurement, including:

- Managing and hardening existing software the county had in place.
- Performing rapid remediations and investigations.
- Blocking at least eight serious attempts to attack and encrypt the county.

This proactive support ensured continuity of county operations while a long-term solution was put in place.

The Outcome:

The county has since committed to expanding with Fenix24's full managed services offering. With our Securitas Summa assured recoverability program, endpoint management, and managed firewalls, the county now has end-to-end protection that delivers:

- Confidence in recovery is ransomware strikes again.
- 24/7 monitoring and protection of critical systems.
- Financial flexibility through long-term cost models that make enterprise-level security achievable within public sector budgets.

By partnering with Fenix24, this county has been able to move from reactive firefighting to proactive resilience, ensuring the safety of its residents and the continuity of public services.