Fenix24: *Fastest Restoration*
for Reduced Business Interruption-Related Cyber Losses

FENIX 24
A CONVERSANT GROUP COMPANY

Fenix24 Takes Charge to Achieve Better Results for Enterprises and Carriers

Today's complex and more destructive ransomware attacks are creating longer Business Interruption (BI) times; insurance industry statistics show that these costs now represent 60% of cyber losses. The most important solution for BI is to dramatically speed up a victim's path to recovery (bringing critical systems back online). While the most effective means of reducing BI is enlisting professional restoration firms rather than leaving it to untrained IT teams to sort out on their own, less than 80% of complex encryption cases have this expert help. It's time to take charge of BI-related cyber losses—Fenix24 is an award-winning breach restoration firm that reduces business interruption by as much as 50% through our innovative approach combined with our proprietary, real-time threat actor playbooks.

Fenix24's Innovative Approach Delivers Market-Leading Results

Fenix24 rapidly identifies the best, fastest, and most cost-effective strategy to bring systems back online. Rather than augmenting staff or relying on untrained internal IT teams to deploy complex tools and guess at the pros and cons of restoration approaches, our battle-tested, senior engineers will immediately drive the process to the best possible result.
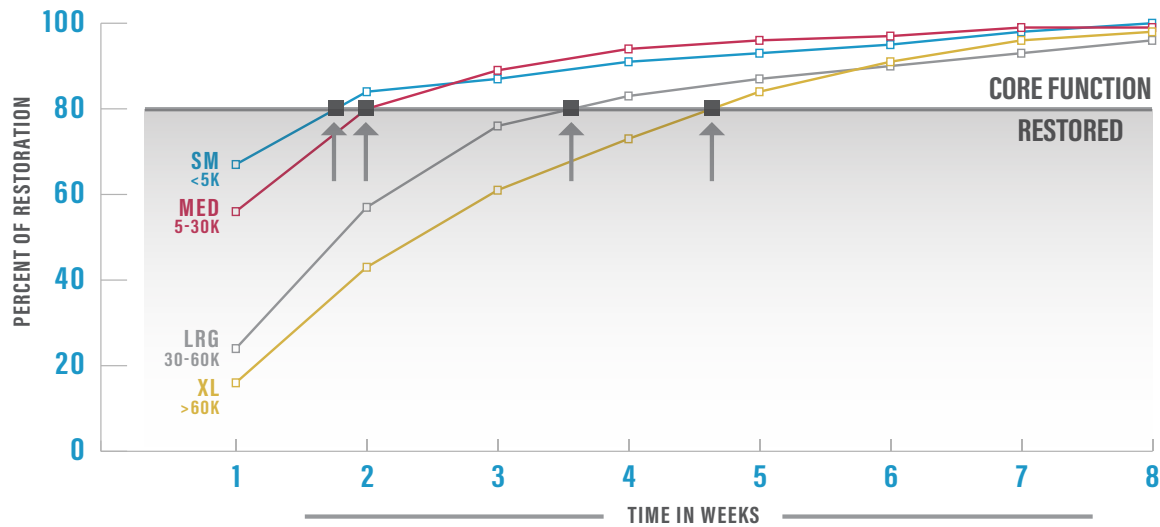
Our Approach

- While most other restoration companies operate like a staff augmentation model (leaving key decisions to untrained organizational staff, elongating BI times), Fenix24 immediately brings in experienced senior leadership who expertly guide the restoration strategy based on our deep understanding of the fastest path to recovery.

- From the initial scoping call to fully bringing critical systems back online (including networking), Fenix24 is built to move fast, leveraging proprietary automation, decision-making triage, and staff rotations with 24/7 capability.

- We engage concurrently with forensics providers so that we can restore remote access into the encrypted environment to facilitate a much faster deployment of forensic capture tools and manual forensics.

- We provide clients with the most transparent dashboard to understand the status, scope, and state of critical systems, keeping them calm and working collectively with the entire IR team.

- Our engineers will determine and guide the optimal restoration approach (onsite vs remote, restoring from backup vs. greenfield, etc.).

- Fenix24 leverages automation, including proprietary scripting, software, and market-leading tools (without additional upcharge), to speed restoration by up to 50%.

- We communicate proactively and transparently with all ecosystem teams every step of the way, ensuring no betterment tasks are mixed in with the carrier bill.

Our Results: Small to Midsized Clients Operational Within ~Two Weeks; Large to Very Large Within Four to Five Weeks

The best way to reduce BI is ensuring the fastest path to bringing critical systems back online. Typically, all critical systems are restored once Fenix24 hits 70-80% of its total hours/effort. Below is a chart showing the actual average time to achieve that 80% mark as seen in over 220 Fenix24 customers over the past year, ranging from small to very large organizations. The graphic illustrates that even the world's largest, most complex enterprises with over 60,000 endpoints are operational within around five weeks, while the average small to medium-sized enterprises are back to business in around two, saving carriers significant BI-related cyber losses.

Chart: PERCENT OF RESTORATION vs TIME IN WEEKS. Lines: SM <5K, MED 5-30K, LRG 30-60K, XL >60K. CORE FUNCTION RESTORED at 80%.

Unequalled Transparency for Carriers and Expedited Claims

In addition to giving project transparency to customers, carriers also need detailed information post-event to properly adjudicate and understand incident and BI claims. Fenix24 provides all parties with the transparency they require. The dashboard below will be provided to carriers (when approved by breach counsel).

By providing carriers with this critical information, Fenix24 speeds claims development (often two to three weeks rather than two to three months on average), reduces uncertainty around business interruption costs and unnecessary expenses, and provides transparency on the process.
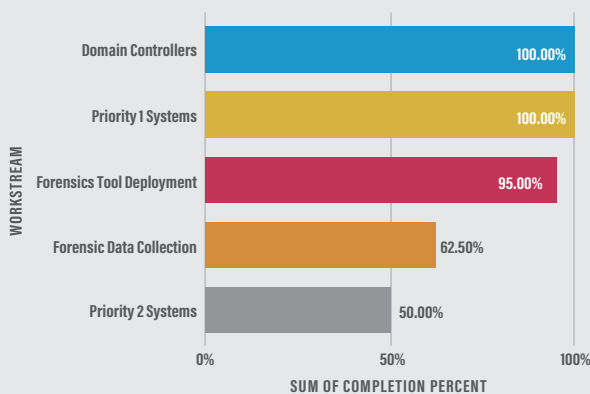
TEST CLIENT

2250	700	1550
Hours Budget	Hours Used	Hours Remaining

TUESDAY, AUGUST 01, 2023
Impacted Date

Completion Percent by Workstream

Workstream	Completion
Domain Controllers	100.00%
Priority 1 Systems	100.00%
Forensics Tool Deployment	95.00%
Forensic Data Collection	62.50%
Priority 2 Systems	50.00%

SUM OF COMPLETION PERCENT

Hours Spent by Workstream

Pie chart:
- 250 (37.04%) Priority 2 Systems
- 150 (22.22%) Domain Controllers
- 150 (22.22%) Priority 1 Systems
- 75 (11.11%) Forensic Data Collection
- 50 (7.41%) Forensics Tool Deployment

WORKSTREAM
- Priority 2 Systems
- Domain Controllers
- Priority 1 Systems
- Forensic Data Collection
- Forensics Tool Deployment

78%
Total Completion Percentage
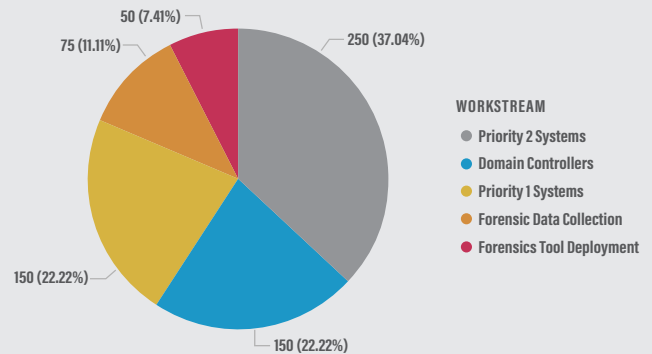
675
Hours Spent in Workstreams

A Mission-based Team Always at the Ready

Fenix24 only recruits the most experienced, qualified, and responsive staff with around-the-clock, around-the-world availability. We are mission focused: 70% of our ranks are ex-military, all go through detailed ongoing training to stay up to date with the most recent threat actor tactics and responses; and ALL are focused on helping organizations recover from malicious actions until enterprise systems have fully recovered critical systems. Fenix24 represents the largest pure-play restoration team in the world with skills across all major infrastructure technologies. While our mission is exclusively to restore systems, our sister company, Conversant Group, can be engaged separately to assist organizations with addressing their security gaps that led to the breach ("Rapid Betterment").

Why Fenix24

FENIX24, part of the Conversant Group family of companies, is raising the bar for post-incident disaster recovery and restoration with a fast, thorough and professional operation. Our battle-tested professionals execute the most intelligent and strategic recovery playbook for minimal cost of incident response and business interruption. Fenix24 is the army you need to push out the criminals that have compromised your environment and restore your company's IT operations. Learn more at fenix24.com.

> " In a time of stress and when stakes are high, you need **calm, talented, and efficient operators.** Having worked with a number of companies in this space, I can say **Fenix24 hits the mark on all counts.** "
>
> — CHRIS CWALINA, NORTON ROSE FULBRIGHT

Golden Bridge Award
GOLD In Security Service Innovation

Globee Award
GOLD for Startup Achievement of the Year – Security Services

Globee Award
GOLD In Ransomware Recovery category

Cybersecurity Excellence Awards
GOLD In Ransomware Recovery category

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