



Case Study

Blackthorn Information Security Helps When a Key Employee Tragically Dies

The Client

A small medical practice.

The Scenario

When the office manager in a small health care office died suddenly after being involved in a weather-related traffic accident, she left the practice's server locked down without any access. Unfortunately, she had changed all the passwords on the office's server a few days prior to her untimely death, but had not given the business owners the new passwords she had put in place.

The Investigation

The medical office was in the midst of a turmoil that was both professional and deeply personal in nature. Not only were they suffering from the loss of their friend and coworker, but they had also lost control of the server which contained all patient, billing, and insurance data and was the backbone of their business. During this trying experience, Blackthorn Information Security was engaged to help the personnel be able to gain control of the server. After examining the server, our security professionals were able to break the unknown passwords, and subsequently helped the staff create new, known passwords.



The Benefits

Blackthorn's quick intervention was able to minimize the amount of business damage that was suffered by this difficult loss of a key person.