

The Client

Paragon Inks (Holdings) Ltd.

Sector/Main Activities

Manufacture of printing ink

Location

Livingston, Scotland

PARAGON INKS
GLOBAL INK SPECIALISTS

“Capito’s response was tremendous and saved the business from a sophisticated Ransomware attack. During this stressful time, they quickly deployed a team to ensure business continuity and resilience.

If it were not for Capito, I truly believe we would not have a business today as we only had a small window to get back up and running.”

Managing Director
Paragon Inks (Holding) Ltd.

The Background

Paragon Inks (Holdings) Ltd is an acknowledged leader and manufacturer of UV products to the global product decoration industry, with more than 35 years formulating, manufacturing and supply experience.

Following a brute-force attack through a vulnerability identified within a third-party app, Capito received a panicked Friday morning call. Paragon Inks found that they had lost access to their systems and were completely non-operational.

Not only was their entire IT environment encrypted but backups were encrypted at a local level as well.

The Solution

Recognising that Paragon Inks were at risk, Capito mobilised resources to prioritise and support this customer, with the team working evenings and weekends during a global pandemic to expedite recovery.

Having recently sold and deployed an air-gapped cloud backup to Paragon Inks, we were able to confirm that we could bring the customer back to an operational level.

Capito then took Paragon through a process of infrastructure quarantining, a cleansing process through their entire IT infrastructure including servers, applications and devices.

Next, we took them through a recovery process that incorporated new component parts. Backup and testing happened at every stage to mitigate the risk of a second-wave attack. Police Scotland’s Cyber Team were involved in the process.

The Outcome

The client was delighted with our team’s response and engagement. We helped them to greatly minimise the disruption and loss to their business arising from this cyber-attack and they greatly appreciated our determination to get them back up and running as quickly as possible, while mitigating the risk of a second-wave attack.

Capito are now working closely with Paragon Inks to go through a service improvement plan to mitigate the risk of any future attacks. This incorporates both preventative tools and business continuity measures.

The attack was catastrophic for the business, leaving them non-operational and at-risk. We were able to use the Capito Technical Blueprint to minimise disruption, expedite operationality, and mitigate future risk.

Capito is proud that we were able to recover Paragon Inks’ manufacturing systems and get this £10M business that employs 50+ people operational again.