

Synpact Provides Comprehensive Incident Response and Disaster Recovery Plans for Their Customers

*Leading Managed Technology Services
Provider Helps Local Businesses
Plan Ahead for Any Situation*

BURBANK, CA – October 20, 2022– Synpact, a leading managed technology services provider (MTSP), is protecting small to mid-sized businesses (SMBs) from cyberattacks by implementing incident response and disaster recovery plans. Cybercriminals are increasingly targeting SMBs over large corporations because stricter penalties and harsher regulations have forced larger organizations to fortify their networks from attack. In contrast, most SMBs try to overlook this threat from affecting their organization. As a result, cybercriminals have responded by searching for companies that are under-resourced to develop a comprehensive cybersecurity defense strategy. Synpact has reacted to this by developing incident response and disaster recovery plans for its customers to ensure they remain in business in case of a costly breach.

“Most business owners overlook cybersecurity because they are far too busy. Additionally, they’re undereducated on mitigating these risks without needing to hire a CTO or become an IT expert. While they remain focused on growth, some business owners take out cybersecurity insurance policies to secure their organizations. However, these cybersecurity insurance policies often become void if the organization doesn’t have an incident response and disaster recovery plan, which the company actively implements. In the event of an incident, insurance companies will do everything they can to avoid paying, and they can routinely

exploit ignorance or negligence on the business owner’s part when it comes to cyberattacks,” stated Aramis Hernandez, CGO of Synpact.

Incident response and disaster recovery plans are necessary to ensure that cybersecurity insurance policies will be honored and minimize the impact on an organization. An acceptable incident response plan includes written procedures for multiple departments, including legal, IT, insurance, and even public relations so that the threat can be immediately neutralized in the event of a breach. It’s vital that the threat is instantly contained, remediated, and removed, so that critical systems can be restored right away. The 2021 “Cost of a Data Breach” report from IBM found that “nearly 75% of organizations don’t have a consistent enterprise-wide incident response plan.” They also found, “The cost of a data breach is around 50% or \$2.46 million lower on average for those with an incident response plan versus those that don’t.”

For non-technical owners, it can be challenging to assess how well the organization is prepared due to their lack of personal expertise. Yet, there are still ways to know if your current provider is adequately preparing your organization. For example, the business owner should expect access to a constantly evolving SOP (standard operating procedure) that details how each department should respond to different types of breaches. IT providers should spot new techniques and develop responses to new tactics. Additionally, many reputable providers also implement “tabletop exercises” with customers, akin to NASA launch tests, where staff

practice their responses by talking through the exact steps they would take. This process is beneficial because it aligns everyone’s efforts, ensures collaboration, and is also very useful when you need to prove legitimacy for a cybersecurity insurance claim. It’s much tougher to assert negligence when the business is continually optimizing its specific response plan SOPs and actively doing “tabletop exercises” to simulate cyberattacks regularly.

It’s pivotal for organizations to set aside time to develop their incident response plan so they can secure their organizations and reestablish the “peace of mind” necessary to build a thriving business. “Businesses rely heavily on virtual infrastructure, which will not slow down. However, with an ounce of preparedness, they can establish the solid foundation upon which a legacy can be built,” added Hernandez. “Business owners shouldn’t have to deal with this, but we must protect our customers, which is why we educate them, even when it’s a somber topic such as this.”

ABOUT SYNPACT

Synpact is a business technology management firm in Southern California that darts past the concept of conventional tech support. Instead, we aim to increase productivity and deliver peace of mind by establishing technology standards, collaborating on strategic plans, and improving workflows. For more information on Synpact, please call 855-SYNPACT or visit us at www.synpact.com.