

# City Times

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## PERSONAL INFORMATION STOLEN AND DATA PERMANENTLY LOST AFTER CYBERATTACK ON YOUR CITY

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***After failing to invest in technology support, monitoring, and maintenance, Your City experienced a crippling yet easily preventable loss of data and public trust.***

*"I'm angry. The city knew about these risks. And they had the money. But they didn't do anything. Why?"*- Concerned Citizen.

YOUR CITY - A group of amateur hackers easily broke into Your City's servers to steal the personal information of city employees and citizens. Gaining access through a

virus, the hackers also held Your City's information for ransom—a situation that eventually led to permanent data loss after the information could not be retrieved.

Your City reactively discovered the cyberattack when city employees were unable to access their information on Monday morning and the city received reports of fraudulent financial activity from various banks related to the stolen

personal information. According to law enforcement, the hackers also published social security numbers and other sensitive information on several websites with the intent to embarrass the city.

"We're working with law enforcement and following up with people whose information was stolen in order to remedy the damage," said Your City's city manager. "Unfortunately, this cyberattack will be very expensive to clean up and it will take us a long time to recover." Caught off guard, Your City also tried to pay a ransom to the hackers. However, the criminals just took the money and did not give back the city's data.

The City Times uncovered that a failure to maintain and monitor Your City's servers, workstations, and applications meant that gaping security holes existed for a long time. Law enforcement said this was an amateur hacking attempt—but it worked because the city had not taken any serious security precautions.

"Cities are public stewards, and that includes electronic information," said a concerned citizen. "The city buys insurance, right? So why did they fail to protect their most critical information? How foolish!"



# FRONTLINE

## TAKE ACTION AGAINST TECHNOLOGY ISSUES AT YOUR CITY!

Don't be that city that waits until a cyber disaster before you take action. By then, it's too late. The consequences will severely hurt you.

- Permanently lost data
- A defamed, hacked, or shut down website
- An old server that will never start again
- Cyber criminals enjoying the spoils of stolen personal information
- Ongoing technology support issues that never go away
- Your city embarrassed when it becomes front page news
- Lawsuits, fines, and audits

**When a cyberattack happens, do you want to tell the public that you knew about these risks, you had the money available to address these risks, and you failed to address the risks?**

Don't wait until a cyberattack to monitor and secure your technology. Get FRONTLINE.

### Our Guarantee



**Love I.T.** If we don't meet your expectations, then cancel the service.

**Flat monthly fee.** No hourly charges. Predictable.

**No upfront project fees.** Onboarding and setup included.

**Flexible.** Increase or decrease your subscription monthly.

**Proven.** Tailored for cities.



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### Frontline includes:

#### 24x7x365 Remote Support

Give us a call or shoot us an email. We're always there when you need help. No cap on support requests.

- U.S.-based helpdesk. All staff undergo criminal background checks and drug screening.
- 24x7x365 support for employees in the office, working from home, and on the road.
- Senior engineers with many years of experience supporting municipal employees and applications.

#### Server, Desktop, and Mobile Management

Guard against cyber attacks by keeping your computers patched, protected, and healthy.

- Always-on 24x7x365 monitoring and alerting.
- Antivirus, antispam, and content filtering for safe email and internet browsing.
- Support for mobile phones and tablets.

#### Vendor Management

No more frustrating calls with vendors. We got it.

- Issues with your software? Call us. Instead of you losing hours and days on the phone, we'll work with the vendor directly to resolve any issues.
- Need a new computer? Call us. We will procure your computer from well-known vendors to get you government pricing with no markup.

FRONTLINE is priced for local government with cost depending on the size of your city's technology infrastructure. No matter your city's size, FRONTLINE works for your needs and budget.

**Give us a call today to start protecting yourself with our FRONTLINE service.**

*"Sophicity was instrumental in getting Peachtree Corners off the ground and running in regards to all aspects of IT. They provided the City with outstanding service in putting together the entire IT infrastructure from the desktop computers and servers to the security to protect it. The support team did an outstanding job during those first pivotal moments of setting up users for email, answering phone calls for support, and establishing security settings for each user based on their role with the City. Sophicity was also integral in helping the City build, launch and maintain our website." - **Brandon Branham, Finance Director, Peachtree Corners, Georgia***

*"We are so amazed with the services that Sophicity has provided for Bethel Heights. We thought our systems were secure until we became infected with a virus. We then discovered we also had many more issues that needed immediate attention. Sophicity was the only IT company that could provide every service the city needed. Sophicity was excellent in guiding me through my many questions. We have new computers, offsite backup, a reliable wireless network, and 24/7 help. We receive prompt service from a friendly, professional staff. Sophicity transformed our old website from a "lump of coal" to a shiny new diamond! Since we acquired Sophicity's services every need has been met with complete satisfaction." - **Cynthia Black, Mayor, Bethel Heights, Arkansas***

*"We are thrilled with the results Sophicity has been able to provide the City of Lyndon. Our records are now secure and the system is backed up daily to offsite storage. Sophicity assisted with analyzing our telephone/internet needs and they were able to provide a new system which is up, running, and working well. And I can't say enough about their availability, expertise, and problem-solving skills. They are our 'One Stop Shop!'" - **Susan Barto, Mayor, Lyndon, Kentucky***