



The wake-up call is sudden, the situation grim. Despite seemingly reasonable efforts to protect critical systems, the network is breached. A large client is in danger. And the hacker demands money and a job. It reads like something from a movie script, but for Tony Morgan, President of the NationalNet Web hosting company in Atlanta, Georgia, the situation was all too real.

"Someone had a root password to our server on his desktop in an open text file," explains Morgan. "This was all the hacker needed to get

NationalNet contacted ISS on a Monday. By Tuesday morning, the Emergency Response Service (ERS) teams from Chicago and New York arrived. A NationalNet conference room served as command central. With access to the company's servers, the ERS team isolated the damage and closed back doors to make sure the hacker could not harm the company any more. As ISS' ERS team prepared to wrap up the job, they realized the hacker was still in NationalNet's system. Another back door remained open. This time ISS' Special Forces team came to

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into our server. He could basically hear and see everything that we did. The hacker hopped from one server to another. At that time, we had about two hundred servers. The hacker actually accessed about 30 machines. We reinstalled every machine and rebuilt them from scratch. This ensured that the hacker had not placed any back doors to gain more access. But every time we closed one back door, the hacker had two more available to him. He knew what he was doing. He was a pro. NationalNet didn't know that this hacker was even on our servers until we received a ransom letter. This could happen to any network at anytime."

Fortunately, Morgan and NationalNet took swift action. "Once we realized there was hacker on our system, we never considered anyone else other than Internet Security Systems (ISS). I am from Atlanta. I have watched ISS grow. There was never a question about who to call."

the rescue. They worked around the clock and eliminated the hacker from NationalNet.

"The service that I received from ISS cost me about \$30,000," says Morgan, "but one of my largest clients was in jeopardy. If that hacker had actually caused trouble, I would have lost that client. I couldn't afford to lose a \$40,000 a month account. Even though it seems like the service was very expensive, it was nothing compared to how much I could have lost."

Morgan adds that by definition, Web hosting businesses like his routinely run the risk of a network security breach. In return for a monthly fee, clients receive service and a password to the server. "If someone knows what they're doing, they could cause damage," states Morgan. "All we can do is try to secure our network. ISS has helped us do that. They have shown us some solutions that will help make our servers as secure as possible."

And what of the intruder? "He is history. He has tried to get on our servers a couple of times, but has remained unsuccessful."

Since the attack, Morgan has referred ISS to several people. "ISS' ERS team went above and beyond the call of duty," says Morgan. "I know that if I get in an emergency situation, ISS' ERS team will be right there. This shows me that ISS really does care."

About Internet Security Systems

Internet Security Systems, Inc. (Nasdaq: ISSX) is the leading global provider of security management solutions for the Internet. By combining best of breed products, remote security management services, aggressive research and development, and comprehensive educational and consulting services, ISS is the trusted security advisor for thousands of organizations around the world looking to protect their mission critical information and networks.



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