

The \$21,000 Click: A Case Study in Cyber Resilience

Building Trust, Delivering Protection:
How Plexis Shields Clients in a World
Where Security Alone Isn't Enough

Plexis Lore

For over 30 years, Plexis has been a trusted IT partner in Southern Ontario, Canada. What began as a custom-built PC retailer has evolved into a full-service Managed Service Provider (MSP) focused on proactive protection. Led by Andrew van Grieken, VP of Operations, Plexis operates on a simple principle: advocate for clients and eliminate uncertainty in IT.

Plexis Philosophy

Andrew believes in equipping his team with the autonomy. It's not just about fixing problems, but preventing them in the first place. In 2020, Street Lake Construction*—a multimillion-dollar firm with 100+ employees and contractors—turned to Plexis after struggling with an unresponsive MSP. Plexis rebuilt their trust with a best-in-class security stack.

Even With Layers Of Protection, They Were Compromised By Human Error

Street Lake Construction had every critical security measure in place:

- Advanced endpoint protection (SentinelOne)
- Remote monitoring and management (Ninja)
- Email security (Microsoft)
- Business continuity and disaster recovery (Datto)
- Employee security awareness training (Infima)

And yet, they were still compromised!

A sophisticated phishing attack intercepted a legitimate vendor payment request. **Employees followed protocol, yet the payment was diverted to a fraudulent account.** The incident was only discovered when the vendor reported missing funds. Every 1.74 seconds, a business email account is compromised- and this time, Street Lake Construction was the target. **Phishing attacks surged 703% in 2024, making it one of the fastest-growing threats in cybersecurity.**

95% of cyber
incidents are
tied to human
error.



The Response: Action Without Delays

When the attack was identified, Plexis and Cork moved fast.

Within an hour– Plexis escalated the issue to Cork, and the virtual credit card was issued

Within two weeks– Cork reimbursed the full \$21,000 payment

No hoops, no delays– just a fast-acting virtual credit card to swipe

A New Differentiator for MSPs and their clients

The attack revealed a supply chain vulnerability: Even if a business follows every security best practice, it can still be compromised – especially if vendors are targeted.

Street Lake Construction's case proves a harsh reality: Security alone isn't enough. No security tool detected the incident. The phishing attempt bypassed every layer of protection. The only reason it was caught? The vendor never received payment. **Cork's financial protection ensures businesses don't face financial loss when security fails.** While traditional security focuses on prevention, Cork closes the gap—ensuring MSPs like Plexis can offer true end-to-end protection.

49% of small businesses fail after a cyber attack due to financial loss

69% of SMBs lack cyber insurance



**Cybersecurity helps prevent attacks.
Financial protection helps you recover.
Smart businesses have both.**