

Heathrow's Cyber Incident: Could Your Business Cope?

What happened at Heathrow

- Reported cyber incident disrupted key airport systems
- Visible impacts included slower services and delays
- Knock-on effects for passengers, staff, partners

Why this matters

- Airports run on connected systems. When one fails, delays spread
- The same is true for most businesses that rely on bookings, orders, payments, scheduling, or logistics

The numbers to know

58%

of breaches involve
a third party or
supplier connection

43%

of attacks hit small
and mid-sized
businesses

1 hr

of downtime can cost from
£10k to £100k depending
on sector and size

70%

of customers say
slow or failed service
reduces their trust

Your quick self-check



If your scheduling or ordering system stopped for 4 hours, what would it cost?



When was your last restore test and how long did it take?



Which two systems would hurt most if they failed today?



Who communicates with customers during an outage?

- 1 Protect** the two most important systems first
- 2 Turn on** strong sign-in for staff and suppliers
- 3 Patch** internet-facing tools and remove unused access
- 4 Run** a 30-minute recovery drill and time the restore
- 5 Prepare** two plain-English customer email updates in advance
(Initial outage notice & Follow-up update/resolution)

Book a free resilience checkup today

[Your MSP Name] • [URL]



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