

Heathrow's Cyber Incident: What Would Happen At Your Company?

What happened at Heathrow

- A reported cyber incident disrupted core airport systems
- Visible slowdowns and delays across services
- Impact spread to passengers, staff, and partners

Why it matters to you

- Connected systems mean one failure can snowball into queues, errors, refunds, and lost time
- The same chain reaction hits retailers, logistics, manufacturers, healthcare, and services

Key stats

58%

of breaches involve third-party access

43%

of attacks target small and mid-sized businesses

1 hr

of downtime can cost \$15k-\$125k depending on industry and size

70%

of customers lose trust after slow or failed service

Your quick self-check



If your ordering or scheduling tool went down 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 systems you rely on most
- 2 Turn on** strong sign-in for staff and vendors
- 3 Patch** exposed systems and remove stale access
- 4 Run** a 30-minute restore drill and record the time
- 5 Prepare** two customer updates: initial outage and follow-up/resolution

Book a free resilience checkup today

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