

THE **DIGITAL** **Dental Record**

“At 8:44 a.m. on Monday, Aug. 26, we learned that ransomware had been deployed on the remote management software our product uses to back up client data. Immediate action was taken to investigate and contain the threat. Our investigation and remediation efforts continue. Unfortunately, a number of practices have been and continue to be impacted by this attack.

“We deeply regret the frustration and inconvenience this has caused our clients, and we are working diligently with them and the software company to restore files as quickly and completely as possible. Restoration is a slow and methodical process that could take several more days to complete. Additionally, we are actively communicating with clients to answer questions, facilitate contact with appropriate insurance carriers and address other business concerns.

“The safety and security of the technology solutions we provide our clients is always our top priority. In conjunction with law enforcement, we are actively investigating the incident and will provide more information when we are able.”