



Dear Finalsite Clients,

We are incredibly sorry for this prolonged outage and fully realize the stress it is causing your organizations. While we are making significant progress to get all websites up and running, full restoration has taken us longer than anticipated.

The Finalsite security team monitors our network systems 24 hours a day, seven days a week. On Tuesday, January 4, our team identified the presence of ransomware on certain systems in our environment. We immediately took steps to secure our systems and to contain the activity. We quickly launched an investigation into the event with the assistance of third-party forensic specialists, and began proactively taking certain systems offline.

In the ensuing time since the incident, our security, infrastructure, and engineering teams have been working around the clock to restore backup systems and bring our network back to full performance, in a safe and secure manner. Third-party forensic specialists are assisting us in bringing things back slowly and carefully to ensure the environment is safe and stable.

We have full access to our files and data. The forensic investigation is ongoing and at this time, **we have no evidence that our data or client data has been taken**. If we determine otherwise through the course of the investigation, we'll act swiftly to notify you and take appropriate actions.

I want to assure you that the integrity, safety, and security of our network and the information held in our care are amongst our top priorities. **Due to the nature of the investigation, we were unable to share details of this incident with you until now**. We are taking steps to secure the environment and ensure this type of incident does not occur again. We will share more details with you as we learn more.

At Finalsite, we value the relationships we've built with our clients and sincerely apologize for the longevity of this outage and what it has meant for your school communities.

We'd like to invite you to a webinar at 2:00 PM EST today to have your questions answered and hear from us face-to-face. [Please register for the webinar online.](#)

[REGISTER FOR WEBINAR](#)

Thank you again for your patience with us through this challenging situation and we hope to see many of you this afternoon.

Sincerely,

Jon Moser
Founder & CEO

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