

Daily Update 14 May 2021

On 5 May 2021, Volue was subject to a cyberattack impacting Volue Technology (“Powel”). The ransomware attack was caused by Ryuk, a type of malware usually known for targeting large, public-entity Microsoft Windows systems. Following the attack, Volue immediately launched the operation ‘Stop & Recover’ and has increased efforts to scale the operation, both towards security partners and relevant authorities. This daily update will inform our customers about the process to deem safe products, systems and internal processes.

I. Deem Safe – Status Products

Energy

Status: On track

All of the customers are deemed safe.

Power Grid

Status: On track

Most customers have been deemed safe. Customer communications is ongoing. Focus on the restoration of operational capabilities internally.

Water & Community

Status: On track

The Gemini Portal services are now available for 140 customers with 4,500 users in total. We have increased the number of consultants to support customers. From May 14, a team of seven consultants is available for support.

We are still working with three solutions: GeoNIS Cloud (DK-solution) with MFA capabilities, Ledningsfornyelse and Datakvalitetsanalyse.

Construction

Status: On track

Normal Technical operation.

Other

The product families Insight (“Wattsight”), Industrial IoT (“Scanmatic”), Market Services (“Markedskraft”) and Likron have not been impacted by the attack.

II. Deem Safe – Status Technical & IT

Status: On track

Most customers have been deemed safe. Focus on the restoration of operational capabilities internally.

III. Deem Safe – Status Business contingency

Status: On track

The PC migration process is progressing according to plan.

The best ways to contact and collaborate with Volve employees remain email, telephone, Microsoft Teams and TeamViewer. We also regard filesharing between employees in Volve and customers as safe.

More comprehensive information about this incident and our learnings from it, will be shared with our customers at a later point. We still believe in sharing as much information as possible with our customers and will continue to keep you updated about the development.

For more information, please contact [Volve Support](#).