

Daily Update 17 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 customers have been deemed safe. Next step: Individual customer meetings.

Power Grid

Status: On track

Most customers have been deemed safe. Next step: Individual customer meetings.

Water & Community

Status: On track

No change compared to 15 May. 70 customers have booked onboarding of Gemini VA cloud services. Work on remaining products for deemed safe operation, eg GeoNIS in Denmark with MFA capabilities.

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

No changes. Focus on the restoration of operational capabilities internally.

III. Deem Safe – Status Business contingency

Status: On track

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 [Volute Support](#).