

Taylor, Adrian

From: Mandy Purcell <Mandy.Purcell@heywood.co.uk>
Sent: 15 December 2021 16:19
To: Sostenuto Service Desk
Cc: OG_ServiceDesk; OG_AltrinchamCRM
Subject: Apache Log4j vulnerability - Heywood Pension Technologies

Follow Up Flag: Follow up
Flag Status: Flagged

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe. Further information can be found [here](#).

Dear Customer,

We wanted to follow-up on the actions that have been taken over the weekend and Monday to mitigate a vulnerability that was identified in Apache Log4j 2, a commonly used third party software.

The [NCSC published the vulnerability](#) on Friday 10th December and over the weekend we assessed each of our public facing products to understand what actions needed to be taken to mitigate any risk and to ascertain whether the vulnerability had been exploited.

Where third-party vendors had issued guidance, we took immediate remedial action and, as a preventative measure, we temporarily took certain customer-facing products offline whilst we investigated further.

Detailed investigation confirmed that there was no indication that the vulnerability has been exploited within any of our products and we identified that no remediation was needed for Altair.

Following this, we actioned the remediation required for Cloud Member Self-Service, i-Connect and Employer Services and engaged with our service partner to action the remediation required for Managed File Transfer. We also contacted any customers who host Member Self-Service on-premise with details of the remediation that needed to be made locally as high priority.

By Monday morning, Cloud Member Self-Service, i-Connect and Employer Services remediation had been completed and services were back online. By Monday evening, remediation were completed for the Managed File Transfer service and this is also now back online. We continue to engage with any customers who have on-premise Member Self-Service to support them as they implement the remediation required.

As part of our SIEM solution, we continuously monitor logs for evidence of and exploitation and review the latest guidance as it becomes available and will ensure that we apply any further remediation should this be required.

Please can you ensure that your internal IT and Security teams are aware that we have swiftly actioned against this vulnerability and that no further action is required. It may be that your IT are already signed up for the NCSC alerts, or may wish to in future.

We would like to thank you for your patience during the time our services were unavailable while we made these critical remediation.

If you have any questions or concerns, please don't hesitate to contact your CRM or the Service Desk for further information.

Kind Regards

Mandy Purcell

Service Desk Manager

Phone: +44 (0)161 613 4333

Mobile:



Hamilton House, Church Street
Altrincham, WA14 4DR

www.heywood.co.uk



Heywood Limited. Registered in England No. 04161207. Registered Office: 1st Floor Hamilton House, Church Street, Altrincham, England, WA14 4DR. Heywood Limited is certified to ISO9001:2015 Quality Management Systems, ISO 14001 Environmental Management Systems, ISO 27001:2013 Information Security Management Systems and is a Cyber Essentials accredited company. Please consider your environment before printing.