

CLIENT SUCCESS STORY:

Cyber Incident Response: Evaluating Business Interruption Across a Multi-Location Dealership

Client: Insurance Carrier | Car Dealership

BACKGROUND:

A multi-location car dealership experienced a cyber incident that significantly disrupted its operations. The event impacted critical software systems used to manage daily business functions, including sales processing, service operations, and financial transactions.

As a result, several locations were unable to operate at normal capacity, creating immediate interruptions to revenue-generating activities. With systems impaired, the dealership faced challenges in maintaining business continuity and tracking performance during the disruption period.

The insurance carrier required an independent evaluation to assess the financial impact of the incident and determine the extent of business interruption losses.

AT A GLANCE

Challenges:

- Cyber incident disrupted core dealership software systems
- Inability to process sales, service, and transactions
- Operational shutdown across multiple locations
- Complexity in gathering consistent financial data
- Need to isolate cyber-related losses from normal fluctuations

Benefits:

- Clear evaluation of business interruption losses
- Structured, multi-location financial analysis
- Alignment across stakeholders during the claims process
- Improved clarity around operational and financial impact

OBJECTIVE:

Meaden & Moore was engaged to evaluate the financial impact of the cyber incident, focusing on business interruption across multiple dealership locations.

The objective was to analyze operational disruption, quantify lost revenue, and provide stakeholders with a clear, supportable assessment of the losses associated with the system outage.

THE CHALLENGE:

The cyber incident created widespread disruption by impairing key dealership systems, limiting the ability to complete transactions, access data, and operate efficiently.

Because the dealership operated across multiple locations, each with varying levels of impact and recovery timelines, gathering consistent and reliable financial data presented a challenge.

Additionally, isolating the financial effects of the cyber event—separate from typical business variability such as seasonality, inventory levels, or market conditions—required detailed forensic analysis.

OUR APPROACH:

1. System Impact Assessment

Evaluated how the cyber incident affected core dealership software systems and the extent to which operations were disrupted across locations.

2. Multi-Location Financial Analysis

Collected and standardized financial data across impacted locations to assess lost sales, service revenue, and operational downtime.

3. Business Interruption Quantification

Applied forensic accounting methodologies to quantify losses directly attributable to the system outage and operational disruption.

4. Stakeholder Collaboration

Maintained ongoing communication with stakeholders to clarify assumptions, address data gaps, and ensure alignment throughout the evaluation process.

THE OUTCOME:

Meaden & Moore's analysis provided stakeholders with a clear understanding of how the cyber incident—and resulting system impairments—impacted dealership operations and revenue.

By aligning operational disruptions with financial data, the team delivered a structured evaluation that supported the claims process and helped reduce uncertainty among stakeholders.



RESULTS:

- Quantified business interruption losses tied to system outages
- Clarified the operational impact across multiple dealership locations
- Identified key assumptions and data considerations
- Supported a more efficient and informed claims evaluation process

KEY TAKEAWAYS:

Cyber incidents that impair core business systems can have an immediate and widespread impact on operations—particularly in multi-location environments like dealership groups.

A structured, forensic approach is essential to connect system disruptions to financial outcomes and provide stakeholders with clarity during the claims process.

EXPERT PERSPECTIVE:

“The most rewarding part of this work is being able to show clients that our analysis is not only thorough, but fully grounded in the data. We take the time to tie everything back to the financials—so when we present our calculations and conclusions, they’re not just well-supported, they’re defensible

Just as important is how we communicate that work. These are often complex accounting analyses, but our goal is to present them in a way that anyone can understand. Whether it’s through clear explanations, tables, or visuals, we want stakeholders to feel confident in both the numbers and the process behind them.”



Mario Di Re, CPA

Vice President, Investigative Accounting
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“When a cyber event impacts operations, our role is to bring clarity to what that means from a financial standpoint. We take a thorough, data-driven approach to analyze the impact and ensure our conclusions are fully supported. Just as important, we communicate that analysis in a clear, straightforward way—so stakeholders can understand the results and move forward with confidence.”

— Mario Di Re, CPA