

What Companies Can Learn From Blackbaud's Ransomware Experience: Lessons From the GC

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In 2020, Blackbaud, Inc. (Blackbaud) experienced a sophisticated ransomware attack. In its aftermath, the company faced dozens of class action lawsuits nationwide, as well as concurrent investigations by numerous federal and state regulators. These matters unfolded over nearly five years, culminating in favorable resolutions for Blackbaud. In this guest article, Blackbaud's GC, Jon Olson, and its outside counsel, Ronald Raether, a partner at Troutman Pepper Locke, discuss the firsthand experience of navigating the incident and its aftermath, and offer insights into how organizations can better prepare for and respond to cyberattacks. See "[Ransomware Incident Response Checklist](#)" (Apr. 26, 2023).

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