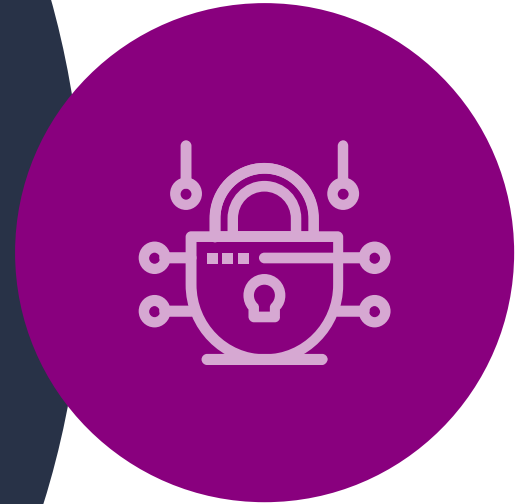


Revolutionising

Cybersecurity:

Safeguarding Sensitive Data for a Leading Global Insurance Company

When a major multinational insurance organisation needed to overhaul its cyber security systems, Mercator Digital was chosen to plan, implement and oversee the 3-year transformation.



Who:

A leading global insurance organisation

What:

a three-year transformation project to overhaul its cyber security systems

Why:

to stay competitive and maintain customer trust

Benefits:

Improved data protection, increased compliance, streamlined PAM, mitigated risks

Background:

As a leading insurance corporation, our client provides a wide range of financial protection and investment solutions to nearly 100 million people worldwide. They have more than 145,000 employees across 51 countries.

After years of successful global expansion, the client needed to review the security of its digital infrastructure and so initiated a Request for Proposal (RFP). Mercator Digital were selected (from several cyber security specialists) to manage the entire life cycle of the project.

The challenge:

The primary focus was on Privileged Access Management (PAM), particularly concerning the risk associated with Domain Admin accounts. These accounts provided unrestricted access to all network systems, making them a prime target for hackers seeking complete domain control. An initial assessment uncovered concerning practices, such as account information being written down, stored mentally, and shared among individuals - which could result in significant penalties.

The solution:

We researched the top cybersecurity products for our client and advised them accordingly. The client then acquired the market-leading cybersecurity software, and with our help, embarked on a three-year global project to implement a software solution with an enterprise-level unlimited agreement. This would be the largest implementation (of the cybersecurity system) across Europe for that year, with our team migrating over 70,000 privileged accounts in the first year alone.

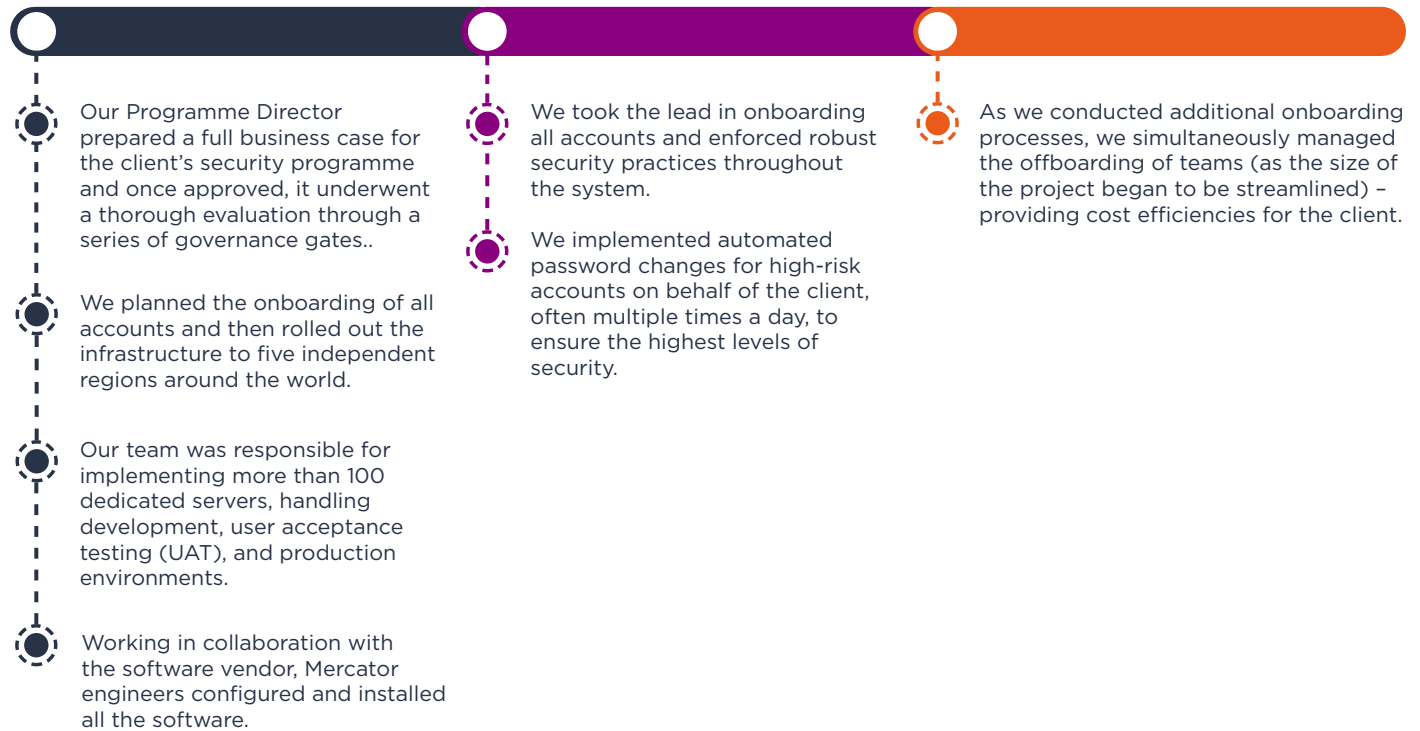
Building a rainbow team:

We built a multinational, multi-supplier team including Windows and Unix security specialists. To make the process as straightforward as possible, we hired a Programme Director who prepared the business case for the client. He then hired a team of 50 experts from across the UK, Belgium, Germany and France. To ensure the disparate teams worked effectively, we provided regional Project Managers - who reported into the main Programme team.

Shared knowledge:

We formed a strong relationship with the security system provider and collaborated closely with them to explore and understand all its capabilities around PAM. To elevate our expertise, our Programme Director successfully acquired the system's certification, to gain an even deeper understanding of the functionalities, and to share this knowledge with the team. This would also provide him with insights into the strategic benefits, which played a crucial role in constructing the business case for the client.

Timeline:



Continuous improvement:

Following the successful delivery of the project, the client entrusted the hiring of their Business as Usual (BAU) team to us. After recruiting the client's permanent staff members, we trained and upskilled them, to ensure a seamless system management – once our involvement concluded.

Benefits:

- **Improved data protection:** The software has helped safeguard sensitive data and prevents unauthorised access, reducing the risk of data breaches and potential financial losses.
- **Enhanced cyber security:** By bolstering the client's security, the software protects against various cyber threats such as malware, ransomware, and phishing attacks.
- **Mitigated risks:** With robust security measures in place, the client has managed to minimise the likelihood of legal and reputational damage resulting from security incidents.
- **Increased compliance:** The implementation of the new software enabled the client to meet specific security regulations and standards required within the insurance industry.
- **Streamlined PAM:** The new security programme facilitates efficient management of privileged accounts, reducing the chances of insider threats and unauthorised access to critical systems.