Insurance broker mitigates risk to sensitive data

Company streamlines compliance with data protection regulations, achieves 100 percent breach protection, increases patch success rate to 90 percent

THE CHALLENGE

Risk assessment is the cornerstone of every insurance policy transaction. When the company, a leading insurance broker, discovered that its prior Symantec security solution was not providing a full, real-time view of cybersecurity risk, the firm naturally grew concerned. The last straw was when ransomware encrypted a file share and locked out employees for more than half the workday.

In response, the company considered solutions from Bitdefender, Symantec, Trend Micro and Sophos.

The company's security engineer recalls: "Bitdefender was hands-down the best solution we evaluated. In our testing, Bitdefender GravityZone Business Security Enterprise blocked about 13-14 percent additional zero-day attacks, payloads and other threats than Trend Micro. Bitdefender also was more efficient with a cloud console and more feature-rich and customizable. We liked flexibility to drill down and assign specific policies by drive, network, directory."

THE SOLUTION

Bitdefender GravityZone provides the company with endpoint protection, detection and response capabilities across more than 1,400 Microsoft Windows and Apple workstations, along with Microsoft Windows, Linux and VMware vSphere physical and virtual servers.

In addition, the company uses GravityZone's Sandbox Analyzer, an endpoint-integrated sandbox to analyze suspicious files, detonate payloads and report malicious intent to administrators, and HyperDetect, a next-generation security layer that provides tunable machine learning, advanced heuristics and anti-exploit techniques. GravityZone Patch Management provides the firm with automated patching of operating systems and applications.

The company's applications protected by GravityZone include EasyPay check processing, Epic claims and payment processing, Microsoft Exchange, Sage50cloud accounting and Luminx EbixEnterprise Claims.

THE RESULTS

Since deployed four years ago, GravityZone has provided the company with 100 percent protection against breaches compared to at least one breach annually previously.

The company is one of the largest insurance brokers in the United States and a recognized leader in offering innovative property and casualty and employee benefit insurance solutions. The company employs more than 1,000 employees across the U.S.

Industry
Insurance

Headquarters
United States

Employees
1,320 (IT staff, 4)

Results

- 100 percent protection security breaches
- Streamlines compliance with protection of HIPAA, PHI and other sensitive data
- Increased patch success rate from 50 to 90 percent
- Security-related trouble tickets dropped from 5-10 to 1-2 weekly

"Early on, we received an alert about a compromised spreadsheet, but Bitdefender had already blocked the communication and quarantined the file," the security engineer says. "That's only one of the many examples of Bitdefender protecting us from threats. It's a good feeling to know the software is doing its job."

GravityZone endpoint detection and response (EDR) capabilities protect the company against advanced threats, while enabling proactive threat hunting and root-cause analysis. The insurance broker also uses GravityZone Endpoint Risk Management and Analytics to assess, prioritize and address risk coming from endpoint misconfigurations and vulnerabilities.

The security engineer states, "The powerful EDR capabilities of GravityZone give us excellent insights on what is happening in our environment. The ease of whitelisting certain applications and processes also has resulted in fewer false positives. With tools like Sandbox Analyzer, we're able to safely analyze payloads and use that intelligence to better protect us going forward."

Due to the light resource utilization of GravityZone, the company's security engineer estimates an 80 percent improvement in endpoint performance. The rate of security trouble tickets also has decreased from 5-10 to 1-2 weekly. Now, tickets focus on requests, such as blocking USB access for workstations, rather than endpoint performance or security issues.

"Bitdefender has made it easy to keep pace with more stringent, complex compliance regulations governing HIPAA, PHI and other sensitive data," the security engineer notes. "We're able to better support our customers by quickly turning around requests to block USB or Bluetooth access on devices or blacklist certain applications. With Bitdefender, we make sure everything is fully buttoned up so sensitive data doesn't wind up in the wrong hands.

Managing and distributing patches and updates used to be a manual, time-consuming process at the company. That is no longer the case. Since deploying GravityZone Patch Management, the company now keeps 90 percent of endpoints protected with the latest updates and patches compared to 50 percent previously. The company also estimates the process is now 90 percent faster.

"We've been really pleased with the people at Bitdefender," explains the security engineer. "The customer support has been excellent and far more responsive than what we've seen with other vendors. We like that Bitdefender is actively improving the product and staying out in front of the changes in the security landscape."

"With Bitdefender, we make sure everything is fully buttoned up so sensitive data doesn't wind up in the wrong hands."

IT Infrastructure and Security Engineer, Insurance Broker Company

Bitdefender Footprint

- GravityZone Business Security Enterprise
- GravityZone Patch Management

IT Environment

- Epic
- Microsoft Exchange
- VMware vSphere

Operating Systems

- Apple (Mac)
- Linux
- Microsoft Windows

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