

Security that moves at global scale

How VUMI Group modernized security to match the pace of always-on international healthcare

VUMI Group

www.vumigroup.com

- World-class international private medical insurer with 35 years of healthcare heritage
- Carrier, TPA, and assistance company operating under one corporate roof
- VIP plan portfolios, multilingual claims, provider networks, and member assistance workflows
- 24x7 concierge-level care for members across global markets

Challenges

- Rising member expectations for always-on, multilingual, global service
- An evolving cyber threat landscape across healthcare and financial services
- Tightening regulatory and compliance expectations across international markets
- Industry-wide pressure to modernize identity and access models

Solutions

- [Lumen® Managed Detection and Response](#) provides continuous, 24/7 threat detection and response across the global environment
- [Lumen® Managed Security Services](#) delivers identity, access, and policy management aligned to regulated healthcare and insurance markets

Results

- Continuous, 24/7 coverage aligned to global member operations
- Stronger identity posture across users, partners, and applications
- Faster, more confident response to evolving threats
- Sharper audit-ready evidence for regulators and reinsurers



VUMI®

24x7 coverage

continuous detection and response across global operations

Global markets unified

under a single security model

Enterprise scale

with zero incremental headcount

LUMEN®

Challenge

Scaling protection to match always-on global member care

VUMI Group reached an inflection point as the demands on a global private medical insurance business continued to grow. Members across international markets expected concierge-level service at every hour, in every language – and the security model needed to deliver protection of the same caliber. At the same time, the cyber threat landscape was getting more active, identities were multiplying across brokers, partners, and SaaS, and regulators were asking sharper questions about how member data was protected. As one of the most regulated industries continued to evolve, VUMI's leadership recognized the shift accelerating across the sector. The model that had carried the security program through one cycle was not the model designed for the next, and the time to redesign was now – before the gap between member expectations and protection posture had a chance to widen.

Solution

Designing always-on, identity-first security for regulated markets

To match the always-on rhythm of global member care, VUMI Group turned to Lumen. By deploying Lumen® Managed Detection and Response and Lumen® Managed Security Services, VUMI gained continuous, 24x7 protection across the global environment – backed by senior analyst depth, identity-first access controls, and policy management aligned to regulated healthcare and insurance markets. This Microsoft-native model strengthened VUMI's security posture without expanding internal headcount, giving leadership the operational confidence to scale. Lumen® Managed Security Services enhanced this operational reality by bringing sharper visibility to who is accessing what, from where, and under what conditions. Identity controls are no longer a feature layered on top of the model; they are the foundation the rest of the model is built around. When compliance demands defensible evidence, the same continuous controls that protect members also produce the documentation regulators and reinsurers expect. Together, Lumen's managed security capabilities provide a security foundation engineered for global, always-on insurance operations – one that removes operational uncertainty, protects member data, and lets internal teams focus on architecture and program design rather than reactive fire drills.

Solution Set

- [Lumen® Managed Detection and Response](#)
- [Lumen® Managed Security Services](#)

“ Now my attention is on strategy, on architecture, on where the program needs to be in twelve and twenty-four months.”

– **Erick Valverde**

CIO, VP of IT and Security

Results and Future Plans

Built for continuous care, ready for what's next

VUMI Group now operates on a continuous security foundation designed to keep global member care moving without interruption. The transformation delivered meaningful outcomes, including 24x7 detection and response coverage across global markets, stronger identity posture across members, brokers, partners, and internal teams, and faster, more confident response to evolving threats.

By aligning protection to the always-on cadence of the business, VUMI sharpened audit-ready evidence for regulators and reinsurers while protecting the concierge-grade experience members expect. Operational confidence was strengthened as reactive fire drills were replaced, allowing internal teams to focus on program design rather than incident response.

The shift to continuous, expert-led coverage freed leadership to redirect attention to where it belongs – strategy, architecture, and where the program needs to be over the next one to two years. Positioned for continued global growth, VUMI now has a future-ready security model that scales with evolving identity-driven threats, regulatory expectations, and member expectations across international markets – reflecting the value of a security foundation built for trust, powered to scale.