Auto & General Southeast Asia (SEA) boosts its security posture and shores up customer trust

Lumen helps the company proactively respond to evolving cyber threats and meet compliance requirements while securing the IT ecosystem it shares with partners

Auto & General SEA

Industry
Insurance

Challenges

- Manual review of security logs leading to sub optimal response to events.
- Heightened risk of malicious cyber threats.
- To secure API environment and any threat to client data and trust.
- Time consuming manual correlation of alerts leading to only post-event analysis.
- Time and effort of whole teams spent on figuring out problems.
- To ensure regulatory compliance requirements are met.

Solutions

- Managed Security Services

Benefits

- Helped meet MAS regulatory standards in terms of compliance as well as Technology Risk Management (TRM) and outsourcing guidelines.
- Prioritised critical areas for security log and threat intelligence management.
- Enhance security posture and Improved overall efficiency of cybersecurity team and ensured faster response to cyber threats.
- Ensured Auto & General SEA can securely install any new system.
- Ensured API environment is secure for partner interface interactions and protected client data.
- Lumen's SOC helped save hours of Auto & General SEA team's resources in daily manual log review, so they can focus on higher value tasks.
- Protected brand image and reputation and enhanced customer trust.

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The customer

A growing digital insurance startup in Southeast Asia providing non-life insurance services and products

Auto & General SEA was launched in the second half of 2016. In less than two years, it had launched two new businesses in the region: Budget Direct Insurance in Singapore – a digital insurance company for car insurance, motorcycle insurance, and travel insurance; and Easy Compare in Thailand – a leading car insurance price comparison website and non-life insurance broker serving Thailand's motorists. In Southeast Asia, the company is a growing digital startup looking to make a real impact in the insurance sector.

Auto & General SEA is part of an international group that provides insurance solutions for millions of policyholders worldwide. The international group is among the biggest direct personal lines insurers in South Africa as well as one of the largest personal lines intermediaries in the United Kingdom. The said group is headquartered in the British Isles, generates more than US$2 billion in annual revenues, and operates from offices in four continents.

The challenge

Monitoring of security logs in real time and proactively responding to threats while meeting compliance requirements

Auto & General SEA's two brands – Budget Direct Insurance and Easy Compare – have built online e-commerce platforms to help their customers easily purchase insurance products and compare prices of insurance respectively.

It understands that the online platforms expose the company to higher cybersecurity risks and make it increasingly vulnerable to cyber threats. Auto & General SEA required a 24/7 managed security service for log and security event monitoring, and correlation. In addition, the company required proactive cyber threat and alert monitoring and response. The company's security team were manually reviewing all the logs and there was heightened risk of the team missing malicious cyber threats. Moreover, the company was unable to proactively manage threat intelligence. Instead of monitoring logs in real time, the company was only able to review security logs on a monthly basis.

Real-time review of security logs had become essential to tackle time-sensitive security events and identify potential threats before they wreaked havoc on the business. Auto & General SEA's cybersecurity team also had to manually correlate false positives with the systems,

which took up a lot of the team's time in identifying how and why a certain event happened. The individual IT teams had to combine their time and effort to figure out where the problem was, and then log the "before-and-after" actions. The companies within the Auto & General SEA group are required to meet the applicable regulatory compliance in Singapore (as a direct insurer) and Thailand (as a non-life insurance broker), as the case may be.

The solution

Managed Security Services

Auto & General SEA chose Lumen to solve their pressing challenges with regard to real-time security events response, threat intelligence management, and monitoring. It chose Lumen because of four key qualities it identified in Lumen's team of cybersecurity consultants:

- Robust insights into threats and vulnerabilities
- Sound knowledge of security products
- Strong team expertise in security operations centre (SOC) and service management
- Vast experience in threat intelligence and vulnerability management

The solutions provided by Lumen helped Auto & General SEA achieve comprehensive security log monitoring and enabled the company to comply with regulatory and compliance requirements in its key markets. The event correlation and behavioural analysis, along with powerful data analytics, help Auto & General SEA to proactively respond to security events.

In addition to minimising false positive alerts, the solution helps Auto & General SEA prioritise action plans to remediate critical vulnerabilities. In the key Thailand market, Lumen helped streamline and modernise the security posture to ensure safety and security as Auto & General SEA's Application Programming Interface (API) environment interacts with partner companies while ensuring the security of the customer data involved.

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The benefits

Boosting Auto & General SEA's security posture in Singapore and Thailand, and helping protect its brand reputation while enhancing customer trust

In the Singapore market, the solutions provided by Lumen helped Auto & General SEA meet the regulatory standards of the Monetary Authority of Singapore (MAS), in terms of compliance and risk assessment. With the Lumen solutions, it was also able to comply with the Technology Risk Management (TRM) and outsourcing guidelines created by the MAS. The solutions enabled Auto & General SEA to prioritise important areas to fix security logs and threat intelligence management while improving overall operational efficiency and ensuring a quicker response time to cybersecurity events. Moreover, the solution helped the company ensure that it can securely implement any new system.

In the Thailand market, Auto & General SEA's business model is built upon partnerships with local insurance companies. Lumen's solutions helped to ensure that its API environment is safe when it interacts with its partners' applications while also protecting client data. Our security offerings bolstered Auto & General SEA's position in the strategic Thailand market by ensuring that it can approach new partners with the confidence that end customer data is always well-protected in the company's IT ecosystem.

With Lumen, Auto & General SEA can be assured that its brand image and reputation are protected, as well as enhancing customer trust. Our services helped its team save two hours of manual log review time daily to help them focus on more high value tasks. Furthermore, Lumen provides complete and sophisticated threat intelligence and remediation reports for the company's management on a monthly basis.

Auto & General SEA is now capable of proactively identifying and remediating evolving cyber threats, continuously enhance its security posture with the expertise and experience provided by Lumen's team of security consultants. Lumen's services and solutions give it the confidence to achieve sustainable business growth.

> " When we look at Lumen, their solutions and business model strongly resonate with us. They have a comprehensive set of security offerings that enable our teams – including applications, infrastructure, and security teams – to enhance their visibility into our security posture. By removing the silos, Lumen delivered a single source of truth to enhance our teams' efficiency and effectiveness in responding to cyber threats. Lumen provides us with great value in terms of the overall offering by combining global expertise with local experience"
>
> — Koji Yung,
> Infrastructure and Security Manager
> Auto & General SEA

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