

Case Study | Capita Insurance Services



Reactive, caring IT security expertise

At a glance

Situation

- Business growth and change
- Regulatory challenges
- The need for increased rigour and a regular programme of IT security testing and auditing

Solution

- Initial rigorous network testing and recommendations
- Regular network and application penetration testing
- Security audits and health checks
- Ad-hoc consultancy, advice and guidance

Benefits

- Business-wide confidence
- Mitigation of business continuity and non-compliance risks
- Ongoing protection of online business, data and reputation for Capita's clients
- Extremely close working relationship and partnership approach
- Rapid response times, including non-contract issues

The client

CAPITA INSURANCE SERVICES

Capita Insurance Services is the UK's leading provider of business support services for general insurance, with a capability that spans the complete commercial and personal lines insurance lifecycle, including the London Market. With a team of more than 5,000 staff the company manages more than 1.5 million insurance policies and administers over £16bn of claims liabilities.

Standout IT security expertise and risk mitigation creates business confidence

Situation

On behalf of its many clients, Capita Insurance Services runs business operations, contact centres and numerous websites through which commercial and residential customers can obtain insurance quotes and purchase policies. Around three years ago, Capita decided to review the IT security measures in place to ensure the continued protection of online operations and customer data.

Phil Ravenscroft, Senior IT Manager at Capita Insurance Services, explains:

“We felt our IT security systems were sufficient, but in our business there's always a great deal of change. At the time there were increasing FSA (Financial Services Authority) regulations relating to the sale of insurance products. Then there was the complexity of web development technologies. Capita has grown both organically and by acquisition and where we acquire companies, we have to ensure they are brought in line with our existing security measures so that each and every one of our operations is protected.”

Regular testing and greater rigour

Overall, Capita Insurance Services wanted to implement increased rigour and establish a programme of network and application penetration testing.

“In particular, we wanted to find a trusted supplier that would stand up to the most rigorous external scrutiny in terms of its expertise and accreditations,” adds Ravenscroft.

Capita Insurance Services put its penetration testing requirements out to tender. ACSN was placed on the candidate list as they were recommended by a Capita Network Engineer who had been impressed by ACSN's professionalism while working alongside them on a previous engagement.



Solution

As part of the selection process, Capita Insurance Services gave their potential IT security suppliers test projects. ACSN was asked to carry out a rigorous external test on the client's external network gateway.

“We set ACSN the task of testing our network without any insider knowledge,” says Ravenscroft.

Criminal activity against networks can quickly bring a business down, and the client's internal IT team needed to re-assess their requirements and their own ability to detect and deal with an attack on their network.

“We wanted to find a trusted supplier that would stand up to the most rigorous external scrutiny.”



Photos

Capita Insurance Services is the UK's leading provider of business support services for general insurance. **Above left:** Amongst the company's commercial services are tailored BPO services for risk carriers and brokers trading within the London and international insurance markets. **Above right:** For the Department of Energy and Climate Change (DECC), Capita administers the coal health compensation schemes, the biggest personal injury schemes in British legal history. **Page 3:** Outside of the UK Capita Insurance Services has offices in mainland Europe (Paris, The Hague and Copenhagen) and Australia.

Business focused and highly reactive

"It's mystery shopping but with a difference," adds Ravenscroft. "And it was clear from this exercise that ACSN's skills were first class."

According to Ravenscroft, "ACSN were small compared with other IT security suppliers on our list but they were extremely focused on our business needs. They had clearly done the most homework and they were the most reactive and professional of all the IT security suppliers we looked at. They took the time to get to know us and they developed their own capabilities to fit our needs. There was a clear empathy."

It was a unanimous decision that ACSN should be awarded this Capita contract.

All-round support on IT security issues

Today, ACSN is an established and valued Capita supplier who, as reward for their flexibility and responsiveness, enjoy preferential supplier status with this client. In addition to regular penetration testing, security audits and health checks, ACSN also supports the client with ad-hoc consultancy, advice and guidance.

"Much of the advice we receive from ACSN is on a non-fee basis, which is a real value-add and demonstrates ACSN's commitment to us," says Ravenscroft.

He adds: "The 'partnership' word has become a bit of a cliché but it's appropriate in the case of ACSN and Capita. They really are a natural extension of our own internal team - but with all the benefits of an external accredited supplier."

"ACSN had clearly done the most homework and they were the most reactive and professional of all the IT security suppliers we looked at."



Benefits

Capita Insurance Services has continued confidence that it has a professional external supplier working as part of its IT team to ensure consistently high levels of IT security.

"ACSN helps us protect the data, brand reputation and business continuity of the customers we work for, and also the integrity of Capita itself," comments Ravenscroft.

"Also, if we require a quick response, I can always rely on ACSN to be there for us. It's not unusual for other suppliers to need a month's lead time but ACSN are always quick to respond. And if planned work has to change for business reasons they don't start quoting me "contractual obligations" - they're flexible, and that's refreshing."

Business-wide confidence

While much of ACSN's work to maintain and protect 'business as usual' goes unnoticed, ACSN's findings and recommendations do feed into Capita's Group Risk Boards and Group Business Assurance Teams.

"The real ROI in this comes from the quiet confidence the wider business enjoys through knowing that its websites are secure and that ACSN has the expertise to constantly monitor and strengthen security," he adds.

"The bottom line is that ACSN mitigate the risk to business continuity. You can't put a figure on that," concludes Ravenscroft.

"With ACSN if we require a quick response, I can always rely on them to be there for us... they're flexible, and that's very refreshing."

About ACSN

ACSN is a specialist in IT security management. Our team of highly qualified and experienced IT security specialists ensure that our clients' IT systems meet compliance and regulatory standards and are fully protected from unwanted penetration and intrusion.

Our services range from penetration testing and security audits to complex firewall support of all network security against the very latest threats and security issues.

ACSN adopts the very highest standards in its qualifications and accreditations, following industry best practice and applying innovative techniques. This gives our clients complete peace of mind that their IT systems remain safely protected.

We pride ourselves on our ability to deliver flexible solutions 24x7x365 and blend our expert services with each client's internal resources to provide a comprehensive, reliable and scalable IT security management solution

ACSN clients include:

Barefruit | Capita Insurance Services | Gallagher Heath | Kingsley Napley
Royal Opera House | The Science Museum Group | United National Bank UK

Call us on 0845 519 2946 or email info@acsn.co.uk to learn more about how we can help your organisation optimise IT security.



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