



# Strengthening cyber resilience

## How one insurance firm transformed their cybersecurity posture post-ransomware

### Empowering an insurer to tackle cybersecurity with confidence



#### The challenge: A ransomware attack compromises data

An insurance company faced a significant challenge when their operations and data were compromised by a ransomware attack. The company engaged KPMG in Canada's Incident Response team who swiftly mobilized to contain the breach. They promptly acted to determine the nature of the attack and its impact, which fortunately was limited due to the quick response.

This incident was the trigger for the insurer to realize they needed to strengthen their cybersecurity measures to reduce the risk of future attacks while maintaining ongoing monitoring services to detect and respond to cyber incidents.



#### The solution: A comprehensive, customized approach

Recognizing their challenges, the insurance company saw value in having a collaborative relationship with KPMG in Canada's cybersecurity team. Together, we developed a roadmap that prioritized the implementation of controls in support of the insurer's business objectives and aspirations for enhanced cybersecurity – shifting from a tactical approach to a strategic focus.

The following actions were taken in close collaboration with the insurers' cybersecurity, IT, and executive teams:

01

Performed exhaustive penetration testing to simulate cyberattacks and identify security weaknesses in the client's systems and applications, revealing critical vulnerabilities that internal teams may have overlooked to provide a realistic assessment of their security posture.

04

Designed and implemented a series of data security controls to protect data throughout its lifecycle, from storage, to transit, and use. We implemented industry leading practices and compliance-aware controls such as Law 25, ensuring the clients' critical information assets were safeguarded against breaches to meet regulatory requirements.

02

Enhanced the vulnerability management program by implementing processes to identify, assess, prioritize, and fix security vulnerabilities using KPMG in Canada's proven methodologies. This helped the client reduce risk and optimize remediation efforts beyond ad-hoc testing.

05

Enhanced Identity Access Management to strengthen how user identities are managed, controlling who can access which resources, based on the principle of least privilege to reduce the risk of unauthorized access and data theft.

03

Developed a Cloud Security roadmap and strategic plan clearly outlining the necessary steps, technologies, and policies to ensure the security of the cloud environment.

06

Deployed Privacy as a Service to provide ongoing operational support and expertise to manage privacy obligations including compliance requirements, data subject requests, and data mapping.

07

Activated Cyber Threat Intelligence Service (CTI), which includes monitoring hidden forums like the dark web for signs of threat campaigns or leaked data and enables proactive defense by anticipating threats before they impact an organization.

08

Delivered Threat Hunting service to proactively search and detect threats that may have bypassed existing automated controls, enabling the client to rely on our people and technology to actively hunt for hidden, sophisticated threats.

09

Established Managed Detection and Response (MDR), a 24-7 service that combines technology and human expertise for continuous monitoring, threat detection, investigation, and coordinated response. We enabled the client with security monitoring and rapid incident response capabilities around the clock, offering enhanced protection without the cost and complexity of building an internal Security Operations Center (SOC).



## The Outcome: A transformed cybersecurity posture

Over the course of five years, our strong and trusted relationship between the insurer and KPMG in Canada has been instrumental in enhancing the company's overall cyber defenses. The mutual trust and understanding built ensured services met the insurer's requirements and adapted to changing needs.

The insurer now operates with a bolstered sense of security, confident in their ability to manage cybersecurity risks and effectively respond to challenges. They're equipped to securely explore new market opportunities, engage their customers and face future challenges.

As a result, the company now regards KPMG in Canada as a crucial advisor for navigating the intricate cybersecurity landscape.

Learn more how we can help enhance your organization's cybersecurity posture. Read about our Cybersecurity services [here](#).

## Contact us

Our dedicated team is here to support your organization's unique needs.



### Guillaume Clément

Partner, Advisory,  
Cybersecurity  
KPMG in Canada  
+1 418 653 5335  
[guillaumeclement@kpmg.ca](mailto:guillaumeclement@kpmg.ca)



### René Bouchard

Senior Manager,  
RS - Cyber Managed Services  
KPMG in Canada  
+1 418 577 3426  
[rbouchard@kpmg.ca](mailto:rbouchard@kpmg.ca)