ZURICH
Resilience Solutions

LondonEnergy
Powering the Circular Economy

Case Study

Cyber Resilience: LondonEnergy

All organisations need to be cyber resilient

Today, every organisation relies on digital technology to operate effectively. Yet this exposes organisations to cyber risk. If a cyber incident happens, insurance can help cover the costs and provide support services. But the first step to becoming resilient is identifying the cyber risks that an organisation might face.

The Zurich Resilience Solutions (ZRS) UK Cyber Team offers a complete suite of cyber resilience services to help organisations gain a deeper understanding of their cyber exposure and stay resilient. The services are available to any organisation, not just existing Zurich customers.

ZRS begins by carrying out a cyber resilience health check. This is a thorough review of an organisation's cyber risks and helps to provide a solid foundation for resilience. It involves on-site support, an external passive cyber risk scan and document reviews. It is also aligned to industry best practice and guidance set out by the National Cyber Security Centre (NCSC) and the National Institute of Standards and Technology (NIST).

The health check highlights areas where an organisation is doing well, and also assesses cyber maturity. The team will also report on areas for improvement and suggest which recommendations could have the greatest impact on resilience, enabling organisations to take risk-based decisions for their next steps. ZRS can also support organisations as they implement the improvements too.

Frederick Odutola, LondonEnergy's Head of IT, said: "The Cyber Security Health Check Assessment by Zurich was holistic. It showed us what we were doing well and what we can do better. This put us on a cyber maturity journey that has seen immense growth in just one year.

Thanks to their recommendations, we have put a reliable managed SIEM (security information and event management) and a managed SOC (security operations centre) in place, with a cyber security solutionist on a retainer to help us with respond and recover.

We are now well-balanced across all the functions of the NIST cyber security framework of Identity, Protect, Detect, Respond and Recover, with an annual cyber maturity review."

LondonEnergy: the background

LondonEnergy is a waste management company that supports environmental sustainability. The organisation asked ZRS for support in building and maintaining its resilience against a range of cyber risks.

The ZRS team started by assessing LondonEnergy's environment to gain an understanding of their current risk exposure. They then used this insight to develop a prioritised action plan for developing resilience.

The team worked with the Head of IT at LondonEnergy to understand the organisation's needs, history, and plans for the future. Both parties agreed that a cyber resilience health check should be carried out.

Working on site, the ZRS team assessed LondonEnergy's current cyber resilience and produced a report that detailed areas of strength and identified where improvements could be made. The health check identified a number of areas for improvement and prioritised them to inform the organisation's cyber resilience strategy.

The health check made a number of recommendations, including:

- The implementation of proactive tools to improve cyber detection capability
- Development of the incident response capability through regular tabletop exercises to ensure the company is practised and prepared for real incidents
- The creation of a cyber risk management policy that describes the requirements and coverage of regular risk assessments, including a defined risk appetite

Customer outcomes

As a result of the collaboration, LondonEnergy now benefits from:

Improved cyber maturity thanks to the implementation of a cyber risk management policy

Assurance for senior leaders and stakeholders due to the organisation's improved ability to respond to cyber incidents

The implementation of a proactive detection tool that has improved the organisation's ability to detect and respond to events

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