



Gallagher

Insurance | Risk Management | Consulting

## CASE STUDY | MAJOR HIGH STREET RETAILER

# Tackling cyber risk behind the scenes

In July 2020 a major high street retailer and Gallagher client, expressed an interest in being the subject of a Cyber Risk Management exercise. This led to Gallagher's Cyber Risk Management team taking on a complex project to tackle numerous vulnerabilities – both seen and unseen.

### What happened?

The client was introduced to the Head of our Cyber Risk Management team, Johny Mongan. He proposed an initial 30-minute consultation including an open source intelligence exercise, the result of which may highlight vulnerabilities in a company's IT systems that could potentially make them more of a target for a cyber-attack. We then provided our proposal for a Cyber Security Enterprise Review.

### What did we do?

The project was complex due to the number of services involved. The review covered the following services; Cyber Essentials, Cyber Essentials Plus and IASME Governance Standards, the latter of which involved discussions with the Heads of HR and IT and the Data Protection Officer due to the GDPR element of this Standard.

As part of the service 'Gallagher Defence in Depth' was included which involved vulnerability scans being undertaken for both internal and external facing IP addresses to identify any known vulnerabilities.

A penetration test was also carried out by an 'ethical hacker' with the client's permission to test their network and systems in order to identify potential weaknesses where a cyber-criminal could exploit those vulnerabilities and compromise the security of the network.

The final report detailed each service with recommendations and actions for the client in order to ensure they meet the Governance Standards should they wish to proceed with these and address any

vulnerabilities or weaknesses found from both the vulnerability scans and penetration test.

We provided our client with detailed information regarding the client's current areas of exposure enabling them to talk to the insurance market and gauge their initial feelings/stance with regard to Cyber cover. The project commenced in September 2020 and was completed by mid-October 2020.

### The result

The engagement was a great success with the Cyber Risk Management team providing the client with a comprehensive threat analysis and cyber risk review.

The client was extremely pleased with the service and Gallagher are looking to undertake the same review again in 2021.

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