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# How Varonis Provides a U.S. Insurance Company with Hands-On Support

"Varonis stays in touch. They're more than willing to give time and attention to what we're trying to accomplish. They strive to deliver value and help us realize the value in every product."

**ABOUT THIS CASE STUDY:**

Our client provides insurance to commercial customers throughout the U.S. We have happily accommodated their request to anonymize all names & places.

- Having to lock down data and enforce least privilege with a small security team
- Needing support to get up-to-speed on new security software quickly
- Wasting time learning new systems was not an option

## SOLUTION

The most robust data security platform:

- **DatAdvantage** to discover where users have too much access and safely enforce least privilege
- **Data Classification Engine** to find and classify sensitive data
- **DatAlert Suite** for continuous monitoring and alerting on data and systems
- **Automation Engine** to find and automatically fix folders with open access

## RESULTS

- **True partnership:** Dedicated support teams who are knowledgeable and reachable
- **Time savings:** Fast time-to-value with easy installation and built-in automation
- **Maximum value:** Focus and attention on achieving results

# Challenges

## Finding a partner who is invested in your success

For the CISO of a business insurance company (anonymous by request), nothing is more important than having a security partner they could trust. They'd been burned in the past by a vendor 'ghosting' them after a major purchase—and they never managed to get maximum value out of that product.

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> "We purchased a large product. After finalizing the sale and helping us deploy it, the people on the sale's side essentially became ghosts. They didn't actively invest in our goals, what we were trying to accomplish, or the challenges that we had," they explain.

The insurance provider needed a solution that would enable a small team to quickly and easily enforce data governance controls. Auditing file touches and locking down sensitive data were necessary for meeting compliance requirements.

But for the CISO, having great software wasn't enough. Their team had enough on their plate without having to blindly learn and adapt to new systems without support.

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> "The more time my team is spending researching and trying to leverage the product without help, the less value we're going to get out of it. We paid for it; we shouldn't be struggling to use it."

Addressing cybersecurity with a small staff is a full-time job—the CISO and their team didn't have countless hours to learn through trial and error. They needed a partner they could count on.

> "We started with an exceptionally small information security team. Finding a partner who would take care of us and help us get the most out of the solution was a big driver."

The CISO found the perfect partner in Varonis.

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# Solution

## Intuitive solutions + a partner who has your back

The CISO likes all of the Varonis products they've adopted, including DatAdvantage, Data Classification Engine, DatAlert Suite, and Automation Engine. But the thing they love most is Varonis' ongoing attentiveness.

> "Varonis stays in touch. They're more than willing to give time and attention to what we're trying to accomplish. They strive to deliver value and help us realize the value in every product."

The CISO says that they were surprised and delighted by the value Varonis brought—and continues to bring—to the table.

> "How many vendors commit to regular meetings and stay engaged and involved even months after you buy their product? How many say, 'How are you doing? Are you having challenges? Let me jump on a call with you. Let me help you with this upgrade.' I feel like Varonis invests a lot of time in our success."

That support has been invaluable especially as work-from-home becomes the new norm and team members rely increasingly on Office 365 to communicate and collaborate.

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> "Varonis talked us through licensing and what you need to enable security controls to protect data in the cloud. Other providers would say 'oh, yeah, we can do that' and then email you a PDF. Varonis connects you with a specialist who gives you all the time you need."

**DatAdvantage** for Windows, SharePoint Online, and Directory Services is helping the commercial insurer move to the cloud with confidence. It gives the CISO visibility into who can access and who actually does access sensitive data both on prem and in the cloud.

**Data Classification Engine** adds a layer of visibility to DatAdvantage by identifying exposed sensitive data. This enables the security team to prioritize remediation of the most at-risk areas.

**DatAlert Suite** provides continuous monitoring and alerting on all data and systems. When it detects a potential insider or outsider threat, it gives the CISO the context they need to take action.

> "We had a conversation around some particularly sensitive data and nobody knew who had access to it or where it was. We were able to turn around and say, 'We can find all the copies of this file. We can tell you who has access. We can tell you who has touched them.' It's a level of visibility that would have been impossible without Varonis."

The CISO's most recent initiative is a massive undertaking: identifying and remediating access management company wide. To help, they've acquired Varonis Automation Engine, which will enable their small team to tackle the challenge at scale.

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## Results

### Innumerable hours saved + support you can count on

When it comes to value, the CISO says that Varonis saves their team innumerable hours. But it's not just time savings in terms of faster threat detection and resolution or the time and energy required for a large remediation project—it's time savings in terms of the human effort it takes to learn a new system.

> "Whatever time you don't get from your vendor—from somebody that understands the lay of the land—is time you have to spend. In other words, it takes more time for your team. Varonis enables us to get through more challenges faster than we would have otherwise."

Varonis' personal touch and its high-quality support are, according to the CISO, true differentiators in an industry filled with vendors that over-promise and under-deliver.

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"Value differs a lot depending on your reps. I've had people tell me that [a competitor] is cheaper and try to push me in another direction. But in my experience, Varonis is always super engaged and interested in our progress and committed to our organization. That's the big differentiator versus my experiences with other vendors."

Having a reliable solution backed by a team that's as invested in their success as the CISO is gives the security team peace of mind.

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"Without a software solution, it would be hard to give assurances to anybody that we could satisfy compliance requests or enforce least privilege. Varonis gives us a set of capabilities and the confidence to do those things."

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"Varonis is always super engaged and interested in our progress and committed to our organization. That's the big differentiator versus my experiences with other vendors."

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## Want a cybersecurity partner you can trust?

Varonis is committed to your success and to helping you get the most out of your security solution.

REQUEST A DEMO