

Lombard International Assurance entrusts Telindus to raise information security awareness amongst its employees.



Lombard International Assurance has been partnering with the advisers of high net worth individuals and institutions for over 20 years and has now over 29 billion euros assets under administration. As a result, the company is recognised as a thought leader in wealth structuring using life assurance. Lombard International Assurance has fully understood that information security is the responsibility of all its employees. The strengthening of its employees' security awareness was necessary for the full success of the company's overall security policy. Lombard International Assurance's ICT teams have thus collaborated with consultants in governance and penetration testing of Telindus' security advisory team, to establish a series of actions to raise awareness including a customised real-fake "phishing" campaign and information sessions with practical demonstrations for the entire staff.

The challenge: strengthen employees' long-term security awareness

Lombard International Assurance must, on a daily basis, respond to demands of prestigious end-customers for whom security, especially the confidentiality, of information is crucial within a relationship of trust. Well aware of the importance of raised security awareness among its employees, Lombard International Assurance has sought to implement effective and innovative methods. The result had to lead to a comprehensive and lasting awareness of all teams concerning IT security. "Everyone wants to be connected, everywhere and all the time, sometimes leaving security issues aside. After some awareness initiatives from

our IT service, we were looking for a partner that would enable us to conduct an efficient awareness campaign amongst our employees, according to our specific needs, while meeting our quality requirements and remaining within a reasonable budget", explains Anna Curridori, IT Security Manager at Lombard International Assurance.

Telindus' active participation in national and international security conferences, its involvement in the ISO standardisation domains and numerous professional associations in Luxembourg, as well as

the many certifications of its consultants, convinced Lombard International Assurance to choose Telindus' expertise for this mission.



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The solution: raise security awareness through action

Before implementing awareness sessions, a customised phishing campaign was deployed. "The challenge was to show our employees which security threats concretely concern them in both their professional and personal environment. The aim was also to test their knowledge on the matter and empower them on these issues", explains Anna Curridori. Following the scenario developed and approved by the Lombard International Assurance management, part of the employees received an e-mail promising them access to business applications from any personal device, provided that they register with their login and password on the site linked-to in the e-mail. Well thought-out clues were meant to enable the more conscientious users to identify the fraud attempt. Lombard International Assurance benefited from Telindus' full scope of expertise in both the organisational and technical domain: from its proven experience in training and security awareness, its practical knowledge in users' associated common practices while dealing with risks and threats, to its knowledge of the field and the true underground attacks through its ethical hacking department installed in Luxembourg for more than ten years now. Thanks to all of these assets being part of the same team, relevant security awareness sessions were developed, meeting all of Lombard International Assurance's requirements. Telindus' experts offered a custom, practical, concrete and accessible content, understandable to all employees and connected to their daily reality. "Several live demonstrations were proposed, which allowed, for instance, to show how easy it is to force encrypted files if their password is not sufficiently complex", says Anna Curridori.



Anna Curridori, IT Security Manager, Lombard International Assurance S.A.

The result: Better informed users

After these actions, the understanding and perceptions of the IT security issues by all employees are higher. "We notice it in our everyday contact with the different employees", states Anna Curridori. "Whereas previously they'd call the IT department only to solve technical problems, they no longer hesitate to contact us as soon as they have a question concerning security, or when they suspect a fraud attempt. With better-informed employees, the IT security of the whole organisation has greatly improved which is also a quality guarantee for our own customers."

The company's benefits:

- Employee awareness regarding information security issues
- Strengthened data protection
- Improved prevention and detection of fraud attempts
- Increased confidence of our customers and partners so as to guarantee optimal privacy on the market

Lombard International Assurance in a Nutshell

Lombard International Assurance is a global provider of unit-linked life insurance, which offers wealth planning solutions for wealthy and very wealthy persons as well as their families. Lombard International Assurance is active in most of the European markets, as well as in Asia and Latin America. With over 400 employees, Lombard International Assurance has enjoyed sustained growth with 29 billion euros in assets under administration in 2015.

"This mission carried out with Telindus is a true success. We have been able to rely on their highly reactive teams. We see a great positive change in how our employees deal with IT security issues. The challenge is now to continue with similar initiatives so as to maintain a high level of awareness."

Anna Curridori,
IT Security Manager
Lombard International Assurance S.A.



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