A woman with long blonde hair is sitting at a desk in a dimly lit room at night. She is looking at a computer monitor which displays a green matrix-style code. Her hand is resting on her chin, suggesting she is in deep thought. The background shows a window with blurred city lights.

**Is your remote  
workforce protected  
from cyber threats?**

Enable robust organization  
security with Wipro  
CyberProtect

As we navigate the challenges posed by COVID-19 and the need to halt the spread of this pandemic, most of the insurance industry is settling into a routine of working from home. This transition to remote working imposes new imperatives like preparedness for enabling effective communication and collaboration, ensuring high productivity and employee well-being, and managing increasing security risks.

Based on our study, we have seen a 600% increase in phishing campaigns since the end of February 2020; the number of scams has soared from only 137 in January to 9119 in March 2020. Cybercriminals, exploiting our need to stay informed, are using COVID-19 themed phishing e-mails to lure individuals to click malicious links that download Remote Administration Tools (RATs) on their devices. There is also an increase in malicious COVID-19 related mobile apps that give attackers access to smartphone data or encrypt devices for ransom.

Cyber-attackers are taking advantage of the fact that many work-from-home employees have not applied the same security on their networks as in a corporate environment; or that enterprises haven't deployed the right technologies or corporate security policies to ensure all corporate owned or corporate-managed devices have the same security protections, regardless of whether they're connected to an enterprise network or an open home WiFi network.

### Key considerations for insurers while managing security of remote workforce



Remote workers' reduced access to enterprise information and resources can hinder key business activities



Unsecure modes of communication and work environments can threaten enterprise security and cause data breaches



Lack of modern collaboration tools can hamper the ability of co-dependent teams to effectively engage within and among teams



Key personnel working remotely need to be tracked for efficiency, productivity and quality of work



Use of personal devices for work increases endpoint exposure and additional attack surfaces for cyber intrusions and possible business interruptions through malware/ransomware/phishing attacks



Limited awareness of cyber security risk among a large section of remote workers makes it imperative to educate them on new ways of working remotely while enforcing necessary security measures

**Insurers need to make prompt decisions to not only safeguard critical business functions and operations or meet the immediate business continuity requirements, but also to adapt to the post COVID-19 environment. As per an IBM study, the average cost of a data breach for insurance organizations amounts to about \$5.86 Million. Cyber protection to the workforce linked to the Insurer's ecosystem is critical, as threats to them is a threat to the organization and its reputation.**

## Wipro CyberProtect

Wipro CyberProtect is designed to provide protection to the workforce and their employers through a 3-step approach (See Figure 1).

The solution offers flexibility to have complete agent-less approach and an agent for additional protection depending on the security needs of the organization.



### Assess & Score



### Improve & Monitor



### Help & Support

Figure 1: The 3-step approach to cyber protection for the workforce

**For workforce,** the solution complements existing security software, giving individuals practical ways to manage their online safety. Our individual Cyber Security Score and personalized action plans help people to better understand their cyber security risks and in turn, protect their entire digital footprint.

**For organizations/employers,** the solution gives transparent insight into the potential areas of risk within the business. It also empowers their workforce to take action and learn cyber hygiene practices that will help to protect the business from within, reducing the overall risk of cyberattacks.

Insurance has a vast ecosystem of internal and external workforce, which could bring diverse cyber security risk to the organization based on their work profile, flexibility to operate remotely, usage of various applications within and outside the organization. Wipro CyberProtect offers aligned solutions to the diverse requirements (See Figure 2).



#### Persona 1

Constant access to core business-critical applications

CSR, UW, Claims Admin, Policy Admin, Actuaries

- Dedicated secured connection to core application(s)
- Provision of access from any device at anytime
- Advanced cyber security
- Data protection
- Multi-factor authentication
- Continuous monitoring for application performance and user experience
- Collaboration tools
- Dedicated IT support



#### Persona 2

Frequent access to support applications and information feed from business-critical applications

Sales Manager, Claims Investigators, Agents, Brokers, Finance, Billing, Risk, IT Operations

- Secured connection to business applications
- Provision of access from any device at anytime
- Advanced cyber security
- Data protection
- Heavy usage of collaboration tools within insurance ecosystem including 3rd party integration
- Enable BYOD
- Self-help and self-heal IT support



#### Persona 3

Limited access to business applications, information feed and/or MI from core applications

Marketing, Legal, CXO/Mgmt, Compliance

- Access to non-business applications
- Provision of access from any device at anytime
- Cyber protection
- Heavy usage of collaboration tools including internal and 3rd party integration
- Enable BYOD
- Self-help and self-heal IT support



#### Persona 4

No direct access to business applications, need access to application environments for development, test and release activities

IT Development (internal and external)

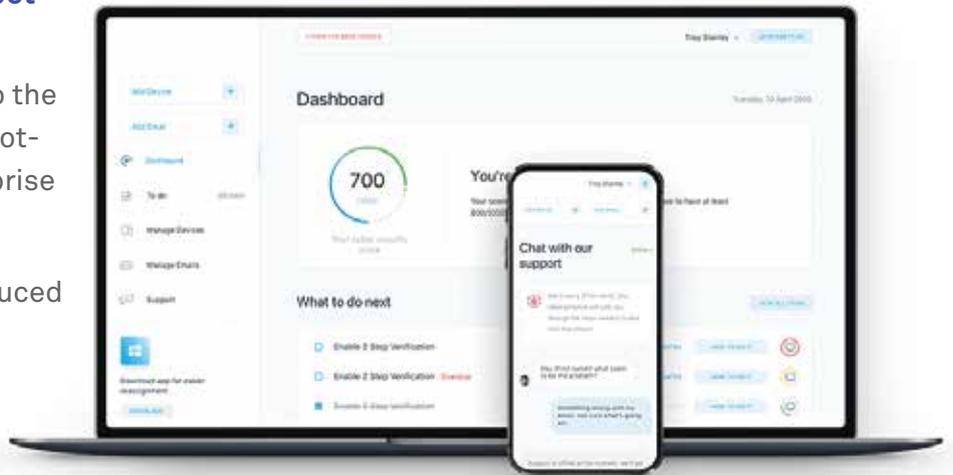
- Distributed agile development
- Access to multiple environments for change delivery
- Availability of talent across geographies
- Heavy usage of collaboration tools including internal and 3rd party IT systems/vendors
- Enable BYOD
- Self-help and self-heal IT support

Figure 2: Workforce ecosystem, related cyber security risks, and aligned solutions

## Features of Wipro CyberProtect

Wipro's CyberProtect solution provides advanced protection to the workforce across their digital footprint including access to enterprise applications.

CyberProtect ensures users reduced risk of fraud, information theft, extortion and scams.



## Key features of the agent – less solution

### Cyber Security score & report

Users are assessed and get a complete overview of their digital security along with cyber security scores

### Personalized improvement plan

Based on their personal assessment, users are provided with tailored simple step-by-step plan to help improve and maintain their cyber security scores

### Breached & leaked data monitoring

Monitoring of multiple email addresses and alerts to users in case of shares by cyber criminals, or leaks by unsecured websites

### Device vulnerability protection

Scan a user's devices for vulnerabilities that could make them vulnerable to hacking

### Threat alerts

Users receive new alerts direct to their inbox, helping them to stay up-to-date on the latest cyber security threats

### Scam prevention training & alerts

Users learn how to spot scams like phishing, ransom and push payment fraud

### Router vulnerability protection

Scan a user's router to make sure cyber criminals can't access it, or their home network

### Premium cyber support and remediation services

Users get access to Wipro expert support team who provide advice and assistance, helping users complete actions, avoid scams and more

## Optional additional feature – agent based

### Enhanced endpoint security

Anti-malware protection and secure internet browsing access for Windows & Mac, and virus removal services

## Key benefits



Meets individual organization security needs through flexible options including agent-less and agent based approach



Increases workforce awareness; helps employees understand how safe they are online and their individual potential areas of risk



Minimizes company's risk of cyber-attack by protecting it from within



Empowers workforce to improve cyber hygiene, both at home and in the workplace and across their digital footprint



Identifies, validates, and communicates threats in real-time that specifically impact workforce



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Wipro Limited (NYSE: WIT, BSE: 507685, NSE: WIPRO) is a leading global information technology, consulting and business process services company. We harness the power of cognitive computing, hyper-automation, robotics, cloud, analytics and emerging technologies to help our clients adapt to the digital world and make them successful. A company recognized globally for its comprehensive portfolio of services, strong commitment to sustainability and good corporate citizenship, we have over 175,000 dedicated employees serving clients across six continents. Together, we discover ideas and connect the dots to build a better and a bold new future.

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