



Global Insurer Cuts Through Cyber Risk Noise

How a leading insurance firm prioritized the risks that matter most for business resilience.

INDUSTRY

Global insurance and asset management

SNAPSHOT

95 million customers worldwide, 150K+ employees, Business in over 50 countries

PRODUCTS

Enterprise TruRisk Management (ETM)

CyberSecurity Asset Management

Vulnerability Management
Detection and Response (VMDR)

TotalAppSec

Business Background

The company is a global leader in insurance and asset management, operating across life, health, property & casualty insurance, and investment management. With a strong presence in Europe, Asia-Pacific, and North America, the company operates within a complex cybersecurity environment that demands robust protection for sensitive financial, medical, and personal data as well as region-specific regulatory and compliance protection laws.

Customer environment includes 50,000+ on premises servers protected with the Qualys Agent for inventory, vulnerability and misconfiguration assessment, including ~10,000+ cloud servers, deployed in multi cloud provider environment (AWS, Azure, GCP). Qualys customer since 2010 with on-going module adoption to maximize the value of the Qualys Platform.

Use Cases

Continuous Asset Discovery & Normalization

This organization leverages ETM to aggregate asset inventory and exposure data across Qualys scan results, on-premises tool feeds (EDR, CMDB), CSV pentest results, and data from 10 external connectors. Qualys ETM normalizes asset identifiers (IP, MAC, hostname, business unit) and deduplicates, producing a single pane of truth showing asset ownership, criticality, and exposure status.

Risk Scoring & Prioritization Engine

Qualys ETM evaluates the coverage of vulnerability scanning across 400k assets, evaluates the TruRisk severity on each asset, by incorporating contextual factors like asset criticality, business context, financial impact, internet exposure, industry-specific threat intelligence, compensating controls, and exploit validation. As a result, the security team can prioritize remediation, using both risk level and SLA metrics to drive the efforts.

Automated Triage & Playbook Triggering

Through its integration with ServiceNow, prioritized risks are automatically mapped to SOAR playbooks for remediation via ticket creation for asset isolation or patch orchestration. Penetration test results imported via CSV are flagged when they require manual review for more complex exploits.

Key Statistics

10K+

cloud servers, deployed in multi cloud provider environment (AWS, Azure, GCP)

15+

data feeds connected, normalized, and deduplicated

40%

faster risk identification across siloed tools

Qualys Solution

This global enterprise organization has hundreds of thousands of assets generating millions of potential alerts. Traditional prioritization methods fell short. Even when filtering critical vulnerabilities based on CVE scores, the team was still left with hundreds of thousands of issues and little business context to guide decisions.

Using Enterprise TruRisk Management, the team shifted from counting vulnerabilities to understanding risk. Assets were evaluated in context—business criticality, ownership, and service-level expectations—allowing the team to clearly identify which exposures posed real risk to the organization. The difference was dramatic. From more than 12 million findings across roughly 400,000 assets, narrowing the scope to critical vulnerabilities on business-critical assets reduced the list to just over 200 issues that required immediate action. With further refinement based on exploit validation, pentest results, and remediation effort, the team could focus immediately on the risks that mattered most.

Prioritized Remediation:

Qualys ETM aligns technical severity with business risk and real-world exploitability, reducing the noise and enabling security teams to focus scarce resources for maximum impact.

Unified View of Cyber Risk:

Qualys ETM aggregates and prioritizes exposures based on asset ownership, criticality, and exploitability, combining severity with contextual factors like asset criticality, business context and financial impact, internet exposure, and compensating controls.

Standardizes Risk Communication:

Qualys ETM assesses the financial impact of exposures alongside industry-benchmarked threat intelligence. Its executive-ready reporting enables clear, actionable risk discussions up to the board level to drive alignment across the organization.

From 12 million findings across 400K assets reduced to just 200 critical issues—focused, prioritized, and ready for action.



Benefits

The organization has created a Risk Operations Center (ROC), a unified, operational framework to continuously measure, prioritize and reduce cyber risk powered by Enterprise TruRisk Management (ETM).

Vulnerability and misconfiguration data from Qualys VMDR and Qualys Policy Audit are combined with asset inventories and business context from the CMDB, third-party vendor detections, and pentesting results. This is then enriched with Qualys' threat intelligence and 25+ external threat intelligence feeds, enabling TruRisk to measure and deliver consolidated, enterprise-wide risk.

By bringing these internal and external inputs together, ETM provides a single, unified view of risk that goes beyond technical findings to incorporate business context and financial impact. This consolidated view allows the security team to assess exposure holistically, rather than managing disconnected tools and data sets.

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About Qualys

Qualys, Inc. (NASDAQ: QLYS) is a pioneer and leading provider of disruptive cloud-based security, compliance and IT solutions with more than 10,000 subscription customers worldwide, including a majority of the Forbes Global 100 and Fortune 100. Qualys helps organizations streamline and automate their security and compliance solutions onto a single platform for greater agility, better business outcomes, and substantial cost savings. For more information, please visit qualys.com. Qualys, Qualys VMDR® and the Qualys logo are proprietary trademarks of Qualys, Inc. All other products or names may be trademarks of their respective companies.