



CASE STUDY

Stronger Risk Management, Smarter Security: U.S. City Steps Up

Using Resilience’s Edge Solution, the city was able to identify security gaps, mitigate vulnerabilities, and reduce sublimits - while empowering security teams to improve workflows.

INDUSTRY

Government

REVENUE

\$400M-\$450M

FEATURES USED

Cyber Action Plan

Loss Exceedance Curve

State of Your Risk Report

CONTEXT

The city has over 100,000 residents and a staff of over a thousand. The city began their engagement with Resilience to enhance their insurance coverage and mature their cybersecurity defenses while aligning their strategy with NIST framework standards.

CHALLENGE

The city was grappling with critical challenges, including missing procedural documentation, weak vendor risk management, and the constant threat of ransomware attacks—common among government entities. Their cybersecurity initiatives were tightly bound to a strict budget cycle, leaving little room for adjustments or late additions after initial proposals were set.

SOLUTION

Resilience’s security team helped the city resolve their security control concerns and strengthen their processes and security posture, actively reducing their risk exposure. As a result, the city was able to remove the extortion sublimit mid-policy, **increasing their insurance coverage by 7x**.

Leveraging Resilience's Edge platform, the city’s IT team gained a comprehensive view of their cyber risk landscape, identifying control gaps, compliance issues, and mitigation strategies. With support from the Resilience security team, they utilized tools like the "State of Your Risk" report, the Cyber Action Plan, and the Loss Exceedance Curve to clearly demonstrate the value of their cybersecurity improvements to city leadership, highlighting the direct impact of these efforts on their enhanced insurance policy.

RESULTS

- **Increased insurance coverage by 7x:** Aligned risk transfer with security initiatives to improve the city’s risk profile and increase their insurance coverage
- **Developed an improved cybersecurity roadmap:** Embedded the provided Cyber Action Plan (CAP) items directly into their workflows to manage and track progress to ensure they were both physically and technically secure.
- **Make the case to executives through financial context:** Resilience and Edge Solution resources empowered the city’s security team to showcase their improvements to leadership, with opportunities to further streamline support.



Discover the strategy that drove our success

CONTACT US

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