Siemplify

Bold Moves

How Horace Mann Eliminates Redundancies and Demonstrates Compliance

Horace Mann
Founded by Educators for Educators

Horace Mann Educators Corporation

Springfield, IL

Insurance and retirement annuities for educators

www.horacemann.com

Like most enterprises, Horace Mann Educators Corporation, an insurance and retirement annuities organization, had separate organizations for security (SOC) and network (NOC) operations, though both were ultimately responsible for smooth and secure operations in a heavily compliance-regulated industry.

Horace Mann decided to make a bold move and consolidate operations into an integrated operations center (IOC) to eliminate redundancies and make the most of their staff in a small market while satisfying stringent compliance requirements.

Challenges

Running separate security and network operations organizations resulted in a significant amount of redundancy for Horace Mann that was eating into the company's bottom line. With high expectations for future growth, the company would need to think creatively about how to allocate and manage its resources without negatively impacting its ability to maintain and demonstrate regulatory compliance.

Horace Mann also had a mountain to climb as far as attracting top talent and retaining them. Based in Springfield, IL, the company already faced a small pool from which to hire. Electing to train and help analysts get security certifications, Horace Mann found that staffers would often pick up and relocate to a bigger city once they had the certifications under their belt. The complexity of onboarding new talent over and over, particularly getting them up to speed on compliance requirements, created a perfect storm that inhibited the organization's efficiency and effectiveness.

REDUNDANCY
Similar asset allocation and spend with high resource needs across the NOC and SOC

STAFFING
Small talent pool to choose from, coupled with employee retention challenges

COMPLIANCE DOCUMENTATION
Audit fatigue and need for tangible proof of adherence to compliance regulations

> **Siemplify is the only provider that could have helped us execute this complete transformation. My team can now perform higher quality investigation and analysis and we are better equipped to provide reporting on compliance and overall operational effectiveness. The results are better than we could have imagined.**
>
> — Sandy Figurski, Chief Information Officer, Horace Mann

Solutions

Led by its CIO, Horace Mann embarked on a project to create an integrated operations center (IOC) that would unify its existing NOC and SOC and eliminate redundancies.

"Our growth goals are aggressive and continuing to do business as we always had was simply not an option," said Sandy Figurski, chief information officer, Horace Mann.

Figurski determined it had to be security operations that would lead the charge. Upon exploring a variety of avenues, Horace Mann's team selected Siemplify's security orchestration, automation and incident response platform based on its inherent mechanics and Siemplify's agility to bring the NOC into the fold. In doing so, Siemplify created a unified, cohesive architecture where disparate tools can now speak with each other. Horace Mann now has one team using one platform. With the newly created IOC, Siemplify reduced the number of consoles used by analysts, enhanced visibility and collaboration across the team and empowered each analyst to become a true decision-maker.

Wins

Horace Mann has seen significant improvements in its day-to-day operations that drive better efficiency, more effective incident response and have improved the organization's ability to demonstrate compliance and protect the bottom line.

- Build industry-leading IOC, blending NOC and SOC capabilities into a single, cohesive organization
- Reduce average time to identify linkage between alerts from seven hours to a few seconds
- Consolidated eight user interfaces into one single console
- Got rid of five manual, cycle-driven processes through built-in automation
- Created high-risk event aggregation while eliminating duplicate data
- Prioritized alerts and assigned tasks to maintain a common caseload for each analyst
- Introduced data-driven, custom-defined dashboards that met internal executives' expectations and needs, while meeting auditors' demands for documenting compliance

HORACE MANN USES SIEMPLIFY TO...

REMOVE REDUNDANCY
Create a single foundation for blended IOC

ELIMINATE MULTIPLE CONSOLES
Operate from a single pane of glass

REDUCE FALSE POSITIVES
Automation and orchestration keep analysts focused on true threats

IMPROVE PREDICTABILITY
Create consistent processes for investigation and response

DEMONSTRATE COMPLIANCE
Provide visibility into incident response processes to meet regulatory requirements

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By the numbers:

8 User interfaces replaced

5 Manual processes eliminated

7h → 5s Improved time to identify linkage between alerts

The platform is extremely intuitive and our analysts love its simplicity and ease of use. It has made our work much easier and more efficient, organizing and streamlining processes as well as creating stronger communication and collaboration.

— James Bantner, Analyst and Team Lead, Horace Mann

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