



## Infrastructure Management Services

### ■ Security Services

#### Measurable Results

CompuCom Information Security Benchmark delivers numerous benefits to CIGNA, including:

- Provides a vital context for measuring CIGNA security activities using CompuCom's database of peer company practices
- Creates internal momentum using year over year progress reports, validated by a credible third party
- Proves that existing projects are delivering the intended results
- Enables early identification of new risks, as well as gaps caused by emerging regulations and trends
- Increases the ability to identify and remove roadblocks to progress
- Measures security posture against existing best in class examples, as well as due care standards, meeting compliance and competitive goals
- Ensures that IT security is focused on the right issues
- Enhances communication around IT security from top to bottom

#### SUCCESS STORY:

## CIGNA

### CompuCom Information Security Benchmark Helps CIGNA Move Forward in a Risky World

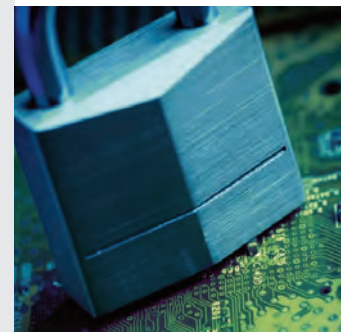
#### The Client

CIGNA, based in Philadelphia, provides health care and related benefits offered through the workplace. Key product lines include health care products and services (medical, pharmacy, behavioral health, clinical information management, dental and vision benefits, and case and disease management), as well as group disability, life and accident insurance. With more than 26,000 employees, 60,000 corporate customers, and 47 million subscribers across the globe, CIGNA is a leading force in today's health care insurance industry.

#### The Challenge

In the rapidly changing landscape of information security, challenges, threats and vulnerabilities were increasing at a geometric pace, as were legal requirements. At the same time, security standards were growing more numerous and complex with each new year. Like many businesses, CIGNA faced mounting pressure to increase security around its customers' sensitive and confidential data—from both its customers and emerging regulations such as the Health Insurance Portability and Accountability Act (HIPAA). However, as an insurance provider handling private health care information every day, the pressure and scrutiny on CIGNA was even more intense.

The mission was to create a strong security program that would effectively address these challenges and ensure that CIGNA's customers were protected at all times. To accomplish these goals, the company needed an in-depth gap analysis completed on their existing security plan. CIGNA turned to CompuCom to complete that critical evaluation and provide that vital data.



## CompuCom Information Security Benchmark Helps CIGNA Move Forward in a Risky World

### The Solution

CompuCom Information Security Benchmark is a best-in-class solution that establishes a flexible and repeatable process for measuring the current level of security as implemented across an entire organization in the context of what other companies are doing. As a result, CompuCom Information Security Benchmark reduces the effort and labor required in the data collection process, while improving the value of the results and recommendations of these efforts—as CIGNA discovered.

The solution provides CIGNA with three comprehensive levels of benchmark analysis: year-over-year, best-in-class and due care. While year-over-year analysis provides CIGNA with an apples-to-apples comparison of their security posture from one year to the next, the best-in-class analysis provides detail on how CIGNA's security performance compares to other corporate leaders, and the due care reports provide the detail necessary to demonstrate regulatory compliance for legal and audit purposes.

### The Results

With CompuCom Information Security Benchmark, Shumard was able to rapidly determine where there were gaps in CIGNA's existing security practices and integrate that knowledge into its Information Technology (IT) security roadmap—making an immediate impact on the business. Even more importantly, the company has repeated the benchmark, creating a wealth of information and history that he can leverage to continually evolve and improve the security program.

Today CIGNA is able to not only validate known areas for improvement, but also compare its security practices with those of peer companies. In addition, the benchmark provides a credible measuring tool for evaluating CIGNA's year over year security progress and improvement. With the data provided, CIGNA was able to create a multi-year IT security roadmap that fully ties strategy to results.

*“With CompuCom Information Security Benchmark, we have the detailed information easily at hand to back-up our security promises to our customers. That assurance gives comfort to new and established customers alike, especially since we're working with their confidential information and sensitive personal data on a daily basis. CIGNA can easily indicate to them that we have all of the bases covered, not just one or two areas like other companies.”*

**Craig Shumard**

CISO, CIGNA Information Protection  
CIGNA

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