

# HOW GOLDSKY HELPS FLORIDA LAWYERS MUTUAL INSURANCE COMPANY PROTECT THEIR CLIENT DATA AND CONTINUALLY MEET THE INSURANCE INDUSTRY'S SECURITY AND PRIVACY REQUIREMENTS

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"GoldSky truly feels like part of our company and they have total concern with our reputation. Plus, they understand the regulatory requirements that we have as an insurance company, and they're able to do all of the work necessary to help us meet those requirements."

**CAROL COADY**

OFFICE ADMINISTRATOR

FLORIDA LAWYERS MUTUAL INSURANCE  
COMPANY



Florida Lawyers Mutual Insurance Company (FLMIC) is a professional liability insurer that is owned entirely by their member lawyers.

## HIGHLIGHTS

### Challenges

- Needed to assess and bolster their cybersecurity protocols and continually meet compliance requirements for the insurance industry
- Needed to find an outsourced cybersecurity and privacy solution that was familiar with the specific needs of small businesses

### Solution

- A team of world-class technologists and cybersecurity experts who specialize securing and protecting small businesses and who also understand the compliance standards for insurance companies

### Results

- Thorough understanding of their cybersecurity posture and a detailed roadmap for how to continually optimize their security protocols
- An on-going relationship with cybersecurity experts who handle all of their security and privacy needs and efforts
- Top-quality protection of their clients' data as well as company-wide peace of mind

# CHALLENGES

**Finding cybersecurity experts who could make their small business more secure online and help them meet ongoing security and privacy regulations**

When Florida Lawyers Mutual Insurance Company (FLMIC) first began considering working with GoldSky Cyber Security Solutions back in 2018, they had just watched an informative — and eye-opening — presentation that GoldSky had delivered on the importance of cybersecurity protection for small businesses.

At that time, FLMIC immediately saw why they should be increasing the company's security measures after watching the presentation.

"I was definitely intrigued by what I heard," FLMIC Office Administrator Carol Coady said. "GoldSky explained the dark web, which was foreign to me, and it made me think about how secure our company was and what we needed to do to become more secure and better protect ourselves and our clients."

"Plus, the cybersecurity requirements for regulated industries like ours were beginning to ramp up."

FLMIC didn't have an internal IT department, and their outsourced IT vendor didn't specialize in cybersecurity, so Coady reached out to GoldSky to have them complete a penetration test.


# SOLUTION

## A team of cybersecurity experts with a proven process for protecting small businesses

Coady said GoldSky CEO and Founder Ron Frechette made her feel comfortable right away.

"I called Ron and he just drew me in," Coady said.

"I loved that he understood our needs, and it was comforting that he understood the regulatory requirements that we have as an insurance company.



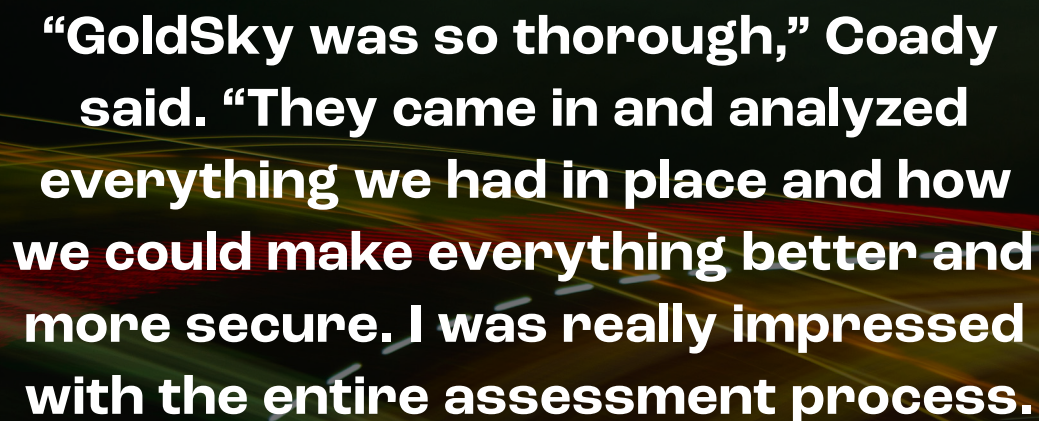
"Throughout that first conversation, my confidence that GoldSky was the right solution for our company was cemented. He knew that I was not an IT expert by any means, and he explained the GoldSky process in a way I could easily understand."

Frechette then came to the FLMIC office to meet with the team and eventually meet with the IT committee to explain the process of an IT assessment and penetration test.

Once hired, the GoldSky team got to work, conducting a 360-degree assessment of FLMIC's current cybersecurity posture by analyzing five main areas of the business: people, processes, facilities, technologies, and compliance requirements.

Afterwards, GoldSky delivered a detailed report that listed the activities performed, a risk analysis, and a security roadmap that outlined the recommended steps that FLMIC could take to improve cybersecurity.

Coady said she was impressed and reassured by their first engagement with GoldSky, and was eager to keep the relationship going.



**“GoldSky was so thorough,” Coady said. “They came in and analyzed everything we had in place and how we could make everything better and more secure. I was really impressed with the entire assessment process.”**

“Just the way they explained everything brought us a very secure feeling, and I knew we were in good hands. After we finished the security risk assessment and the penetration test I knew we had to keep them around — they had to become a part of us.”

So, FLMIC joined GoldSky’s CSOaaS program, which gave them access to an on-demand Chief Security Officer to help them continuously remediate and optimize their cybersecurity and compliance efforts.

# RESULTS


## Continuous cybersecurity support, data protection, and peace of mind

Coady said their designated GoldSky CSO John Rodriguez has since been at the helm of anything relating to cybersecurity and IT, and has helped them source and integrate an in-house IT manager, whom he works closely with.

"Our on-going relationship with John has been great," Coady said. "He is involved with absolutely anything that has to do with IT. Whether it's infrastructure, software, moving to the Cloud, ransomware, or completing our regular IT assessments and penetration tests, John is guiding it all."

FLMIC's partnership with Rodriguez and the entire GoldSky team has allowed them to do what they do best: serve their clients. It's also allowed them to ensure they're doing everything they can to protect themselves and their clients' data.


"Protecting that client data is a big responsibility, and the loss of that data would be just terrible for us," Coady said. "The whole process you have to go through, the notification, and the way it could alter our reputation would be awful."



“Thankfully, the protocols we have in place thanks to GoldSky have allowed us to be protected and protect our clients’ data, and I really appreciate the peace of mind we have because of our partnership. They provide us with true security, and because of it, we’re able to do what we do best without having to worry about an attack, our infrastructure, or any other cybersecurity-related issue.”

Coady noted that any business who needs cybersecurity support — or knows it’s time to increase their cybersecurity protocols — will be in good hands working with GoldSky.

“They are so focused on and concerned about your business’s well-being, not their own bottom line,” Coady said. “That is so present with GoldSky. “They are always at the table with you and always available. They really hold your hand and explain everything in a way you can understand it, until you understand it.



“Honestly, I can’t imagine not having them onboard. They really feel like part of us — like family.”

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