

CASE STUDY

Insurance Authority of Hong Kong

Revolutionizing Cyber Risk Management in Insurance

How the Insurance Authority of Hong Kong Strengthened Cyber Visibility and Risk Posture with SecurityScorecard

Using SecurityScorecard, the Insurance Authority (IA) of Hong Kong transitioned from slow, manual risk management processes to real-time, proactive cybersecurity operations. The platform enabled faster remediation, stronger executive engagement, and measurable risk reduction.

Use Case



Cyber Due Diligence



Continuous Risk Monitoring



Benchmarking and Executive Reporting

About the Insurance Authority of Hong Kong

The Insurance Authority is the independent insurance regulator of Hong Kong, responsible for overseeing the stability and integrity of the insurance industry. Like many government organizations, IA must meet stringent cybersecurity requirements while also providing assurance to stakeholders about its risk posture.



We were previously using Bitsight, but one of the biggest challenges was the long validation cycle. SecurityScorecard gives us real-time insight and allows us to act the moment we see something change. That kind of speed is a major upgrade from our previous process. Overall, SecurityScorecard's platform has helped us move beyond maintaining a high score to actively reducing risk exposure and improving the resilience of our external assets."

Wing Chi

Cyber Security Manager,
Insurance Authority

Key Benefits

After switching from Bitsight to SecurityScorecard, IA achieved several measurable improvements:

Expanded monitoring coverage:

Added all of their public IPs under Network Security, giving them broader visibility and faster detection of potential threats.

Application security enhancements:

Followed recommendations from the Application Security category, which strengthened the defenses of their public-facing websites.

Information leak prevention:

Leveraged the Information Leak module to identify and remediate leaked user credentials, reducing the risk of unauthorized access.

Further improvements included:

- Real-time monitoring and remediation of score drops
- Streamlined executive reporting using benchmarking visuals
- Faster issue validation and response compared to legacy platforms
- Increased visibility into security posture versus peers
- Tangible reduction in risk exposure

The Challenge

Before adopting SecurityScorecard, IA was using Bitsight to monitor its cybersecurity performance. However, they found that the long validation cycles meant that it could take weeks or even months to confirm that remediations were effective. This lag hindered the IA's ability to demonstrate progress, reduced agility, and eroded confidence in the accuracy of its posture.

In parallel, IA's previous internal approach relied on manual checks of domains and IPs, offering little in the way of real-time insights or automation.

The Solution

IA turned to SecurityScorecard to close these visibility and agility gaps. With real-time monitoring and an intuitive scorecard interface, the team could instantly identify any deviation in cybersecurity score factors and quickly drill down to investigate and resolve issues. The daily routine now includes tracking score changes and maintaining an "A" rating through proactive hygiene.

The Results

Proactive and Measurable Risk Reduction

IA has seen a tangible drop in its exposure to potential threats. The shift to real-time detection and faster remediation has allowed the cybersecurity team to eliminate blind spots and take preventative action well before threats materialize.

Executive Engagement and Cyber Awareness

SecurityScorecard's benchmarking tools have made it significantly easier to communicate cybersecurity insights to senior leadership. By comparing IA's performance to that of similar organizations, Wing's team can clearly demonstrate progress and foster a deeper appreciation for cyber initiatives at the executive level.

Peer Benchmarking for Smarter Decisions

IA now uses its security score in context and benchmarks against other government entities in Hong Kong. This data supports strategic investment decisions and informs internal risk discussions with a clear view of where IA stands regionally.

Standardizing Cyber Oversight Across Units

While Wing's team focuses on IA's internal posture, leaders are encouraging other business units to adopt the platform for monitoring their external companies and vendors. This strategy extends risk visibility across IA's ecosystem and encourages a more standardized cybersecurity approach.

Looking to the Future

IA sees SecurityScorecard playing a central role in future risk management efforts. By scaling its use of benchmarking, real-time alerts, and continuous monitoring across more business units, IA aims to build a more unified, agile, and resilient cybersecurity culture across the organization.