



BLACK KITE

CASE STUDY | BLACK KITE & MARKEL

Markel Optimizes Risk Management & Streamlines Underwriting with Black Kite

Markel uses Black Kite to manage a portfolio of insureds in a simple, consumable way, to easily manage aggregate exposures across the organization. The cyber risks of individual insureds are analyzed and assessed by underwriters utilizing Black Kite intelligence.



Markel Corporation (NYSE – MKL) is a holding company for insurance, reinsurance, and investment operations around the world. Headquartered in Richmond, Virginia and founded in 1930, Markel reports its ongoing underwriting operations in three segments, and products originate from four insurance divisions and one reinsurance division.

In each business, Markel seeks to deliver innovative products and responsive customer service to remain a market leader. Their time horizon is long-term, underwriting approach is disciplined, and focus is on continuously improving the quality of the customer experience.

WHY BLACK KITE?

As the cyber insurance market evolves, Markel identified the need for more granular data regarding cyber hygiene and preparedness. Markel saw Black Kite as a partner to enhance and simplify their cyber risk monitoring strategy. In search of an automated platform that could continuously assess their cyber insurance portfolio, Black Kite's platform was able to reduce the time it takes to analyze their portfolio from days to hours.



CHALLENGE

Markel Global Security Services (GSS) wanted to enhance & simplify the approach to Third Party Risk Management.

Their existing process was very manual and unmanageable for the team. Underwriters were also facing challenges with the cumbersome and inefficient process of reviewing insureds' cyber risks manually.

APPROACH

After hearing about underwriters' frustrations with the process of reviewing insureds' cyber risks, GSS quickly realized that Black Kite's platform could be very useful to Markel's cyber insurance underwriting operations overall. Black Kite streamlines the process by enhancing cyber health guidelines and saving time by identifying high-risk accounts earlier.

Underwriters around the world can utilize Black Kite to assess the cyber security and privacy risk of an insured or prospective insured.

REASONING

Markel found that Black Kite's dashboard made it simple to explain risk to any business leader or executive as well as manage a portfolio of insureds in a simple, consumable way.

Black Kite helps to aid the underwriting team in maintaining a profitable portfolio of cyber insurance business and helps to differentiate Markel from other cyber insurance carriers in the market.

THE SOLUTION WITH BLACK KITE

With Black Kite as a partner, Markel has been able to manage costs through unlimited licensing, which makes budgeting consistent year after year. By using the Black Kite Ransomware Susceptibility Index tool, Markel can help insureds with enriched data by providing a complete picture of their risk.

Markel now underwrites cyber insurance policies with confidence. It all begins with the initial scan, where underwriters:

- **Identify their prospective policyholder**
- **Scan for susceptibilities and vulnerabilities**
- **Use this data to impact underwriting analysis**

Underwriters are able to make more informed decisions about which risks to pursue. In addition to Black Kite's strategy reports, which provide recommendations on cyber security and privacy improvements, the output from Black Kite's tool helps underwriters ask targeted questions during the risk analysis process.

6 The Black Kite platform **makes unknowns known**, and educates our team internally around those findings. This assists in underwriting, portfolio management, and advocacy when working with management.

LOU BOTTICELLI

Senior Director, US Cyber Product Leader at Markel

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"Insureds are now more amenable to improving their security and privacy postures, and partnering with us to help with the risk mitigation process. **Black Kite's strategy report allows for useful information when discussing potential gaps in their security framework.**" Botticelli said.

FULL VISIBILITY IN HOURS

By providing visibility into each policyholder's risk in as little as several minutes, as well as insight into ransomware risk levels, the time period for underwriting risk has been significantly shortened. This allows for a nimble and responsive working process, and has proven to be a driver of efficiency at Markel to identify accounts appropriate for risk transfer. Underwriters are seeing 100%-500% more submissions. The rating gives underwriters the ability to identify higher risk accounts and better manage their time in a high volume environment. The Black Kite offering has allowed Markel to quickly align accounts with the current strategy in place.

Ransomware is currently one of the most immediate concerns in the cyber insurance space, and Black Kite's Ransomware Susceptibility Index™ has been an extremely important part of monitoring for high ransomware risk levels. Using the RSI™, Markel was able to build Black Kite findings into their guidelines for insureds: any rating over a particular RSI or below a particular cyber rating requires additional analysis to be deemed appropriate for the portfolio. They identified the scans in their daily process of evaluating each risk. This RSI feature, combined with claims data, has facilitated senior management comfortability with an evolving exposure to cyber risk.

TIME SAVED

Time and effort was immediately saved when accounts could be identified due to this visible level of risk. Additionally, the provided scan becomes a value-add for each insured needing to improve their cyber posture and privacy hygiene.

PARTNERS > POLICY

Black Kite has allowed Markel **to be seen as a partner to their insureds**, rather than just a piece of paper in the form of an insurance policy.

"The bottom line is that **the Black Kite partnership has made Markel's underwriting process more efficient and data driven.** For every submission we receive, we complete a scan. This gives us the capability to leverage enhanced data at the beginning of the process and allows us to focus on accounts deemed favorable based on RSI™ and cyber rating."

LOU BOTTICELLI





ABOUT BLACK KITE


One in four organizations suffered from a cyber attack in the last year, resulting in production, reputation and financial losses. The real problem is adversaries attack companies via third parties, island-hopping their way into target organizations. At Black Kite, we're redefining vendor risk management with the world's first global third-party cyber risk monitoring platform, built from a hacker's perspective.

With 300+ customers across the globe and counting, we're committed to improving the health and safety of the entire planet's cyber ecosystem with the industry's most accurate and comprehensive cyber intelligence. While other security ratings service (SRS) providers try to narrow the scope, Black Kite provides the only standards-based cyber risk assessments that analyze your supply chain's cybersecurity posture from three critical dimensions: technical, financial and compliance.

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