

# Simply secure: UK insurance broker Simply Business enhances data protection with Egress



**SB** Simply Business



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ASHLEY VENN,  
SENIOR INFORMATION  
SECURITY ANALYST

**One of the largest insurance brokers in the country, Simply Business uses secure file sharing from Egress to meet corporate information security goals.**

Insurance broker Simply Business supports 600,000 customers across the UK, giving smaller organisations and sole traders quick and cost-effective access to tailored policies from top providers. A subsidiary of US insurance provider The Travelers Companies and one of the UK's largest insurance brokers, Simply Business provides services to a diverse range of clients, from accountancy and legal firms, to landlords and estate agents.

When brokering a policy, Simply Business collects relevant personal and corporate information from their clients to ensure comprehensive and tailored cover. This information is often highly sensitive, including individuals' contact details and business valuations, and frequently needs to be shared with policy underwriters, particularly when claims are submitted. In response to more stringent data protection regulations and to continue to provide the best service to their customers, in 2018 Simply Business decided to re-evaluate the tools used to share customers' information.

Ashley Venn, Senior Information Security Analyst at Simply Business, explains: "Like many organisations in 2018, Simply Business made improving information security a key corporate goal. I joined the company at this time and headed up a project to ensure that all data, and especially customer data, was being shared securely and efficiently."

## Understanding organisational risk

Ashley had worked with data security software provider Egress at a previous company, and following the success of that collaboration, approached them to understand how their technology could help Simply Business.

As a first step, Ashley and the team at Simply Business decided to engage with the Egress Risk Insight consultancy service. Championing a light-touch and rapid methodology, Risk Insight enables organisations to quickly map how data is shared across their organisation and with third parties, highlighting different areas of risk and compliance. For Ashley, this helped Simply Business prioritise the next steps in the project: “The findings from the Risk Insight audit helped us to understand which areas of the business would benefit from a secure communication tool. Broadly, we had a good understanding of the types of information being shared – and we applied the analysis from Risk Insight to target key departments and individuals who frequently share this data both internally and with our approved third parties.”



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ANALYST

The solution has had a broad application for Simply Business and caters to its diverse data sharing requirements. Both the Insurer Relations and Claims teams use the solution daily to communicate securely with policy underwriters, while Risk and Compliance staff use it to communicate with auditors. Elsewhere, the Data Protection department is able to securely share personally identifiable information with customers and data subjects, and the Finance team have confidence that commercially sensitive data contained in bordereau documents is protected. Simply Business was also able to run a one-off project with their Legal Department, enabling them to share several large files in one transfer, without having to implement a new tool.

“We’ve had immensely positive feedback from users across the business,” Ashley concludes. “Our Insurer Relations team in particular are delighted to have a simple and secure way to share information with insurers, who in turn have found the solution easy to use and speak very highly of it. We can definitely see avenues for future expansion for Secure Workspace, as we know we have a usable tool that can be rolled out to other parts of Simply Business as required.”

## About Egress

Egress helps protect unstructured data to meet compliance requirements and drive business productivity. The company’s AI-powered platform enables users to control and secure the data they share.

[www.egress.com](http://www.egress.com) | [info@egress.com](mailto:info@egress.com) | [@EgressSoftware](https://twitter.com/EgressSoftware)

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## About Simply Business

Simply Business is one of the UK’s biggest business insurance providers, insuring over 600,000 small businesses and landlords across Britain. Launched in 2005, Simply Business provides an online brokerage service, delivering policies tailored to individual business requirements. Using the power of tech and data to create the best possible customer experiences, Simply Business employs over 600 people across offices in London, Northampton, and Boston in the US. Owing to its internal underwriting capability, Simply Business can cover over 1,000 trade types – ranging from plumbers to accountants to dog walkers. An accredited B Corp for their positive social impact, Simply Business has also been voted the Sunday Times Best Company To Work For twice in a row.

[www.simplybusiness.co.uk](http://www.simplybusiness.co.uk)