



Gulf Insurance Group K.S.C (GIG) increases their resilience to reassure clients and gain a competitive edge by implementing ISO 27001.


Gulf Insurance Group K.S.C. (GIG) was established in 1962 as Gulf Insurance Company K.S.C (GIC). It is a public shareholding company listed on the Kuwait Stock Exchange. Gulf Insurance is currently the largest insurance company in Kuwait in terms of written and retained premiums.

The company for the second consecutive year has maintained its S&P (Standards & Poor's) Financial Strength Ratings and Issuer Credit Rating to 'A-'. GIG offers a range of products and services involving various classes of insurance: Motor, Marine & Aviation, Property & Casualty, Engineering and Life & Health in conventional and Takaful (Islamic insurance based on Sharia principles) basis. Gulf Insurance has become one of the largest insurance networks in the Middle East and North Africa.



Find out more: bsigroup.com





'The ISMS has given us greater confidence in storing and processing information. The ISMS has helped build a mature and secure system. It helped the team understand the threats and vulnerabilities that exist in today's environment and proactively control them. It has led to a greater awareness, vigilance and enthusiasm for information security'.

- Mr. Tareq Al-Sahaf
- General Manager.

Client challenge

The greatest challenge was developing awareness throughout the organisation on information security risks and the requirements for implementing the standard. 'The key to implementing the standard lay in getting staff to think about information security as an integral part of the daily business and not as an additional burden'.

- Mr. Thamer Ibrahim Ali Arab - Assistant General Manager, I.T.

Another key challenge was to move from a traditional process of managing information to an organized secure manner of communicating, storing and maintaining information. The process was communicated to the relevant teams involved through awareness sessions which talked about a complete transformation. Adapting to the new environment involved new processes, additional tasks and activities to be performed on a daily basis. 'As information Security is all about people, processes and technology, we had to have the right blend of these to manage our information security needs'

- Mr. Thamer Ibrahim Ali Arab - Assistant General Manager, I.T.

BSI solution

One of the first activities was the collection of assets across the department. Although the IT department maintained an inventory list of hardware and software, the team had to identify all supporting documents, NDA's, contracts and any supplier related information that was critical to GIG.

This activity was carried out in parallel with the other activities. At each section a GAP analysis was performed to understand the current posture of information security. This helped GIG map the existing processes to the ISMS requirements. Therefore GIG was able to identify areas for improvement and provide more attention to these areas. This allowed them to strategically plan the implementation.

The risk assessment exercise required a significant amount of time. An assessment was needed to fully understand and map the assets that exposed threats and vulnerabilities. Identifying the risk owners was a difficult process, as the handling of the infrastructure and maintaining of information was split across teams.

Aligning the processes from their original way to the new ISMS was the biggest challenge. New processes had to be implemented and multiple processes were modified in order to manage the data in an effective and secure manner. One of ways they overcame these difficulties was to send the members of the implementation team on a BSI ISO 27001 Lead Auditing course. This prepared the members for a comprehensive understanding of the aspects and processes of implementation. It also gave them a good perspective in understanding the assets and classifying them in a different approach.

Why BSI?

BSI has a very good reputation as a market leader for information security GIG was keen to work with a reputable company with a strong track record in auditing.

bsi.