

CASE STUDY: Fairfax Financial Holdings Management Services enhances global resilience and visibility with Integrity360

The customer

FFH Management Services is part of the Fairfax Group and is based in Dublin, Ireland. Fairfax Financial Holdings is a holding company based in Canada and listed on the Toronto Stock Exchange. The Fairfax Group is principally engaged in global property and casualty insurance/reinsurance and associated investment management activities.

The remit of our Dublin-based global services operation is to support the ever-evolving needs of Fairfax through our financial reporting, reinsurance, technology, strategic partnering and transaction services offering and currently provides services to Fairfax companies across North America, South America, Europe, Asia & Africa.

The business must maintain high levels of operational resilience while protecting financial systems, customer data, and critical infrastructure.

Cybersecurity plays a central role in ensuring stability, compliance, and trust across its global operations.

"Cyber resilience goes far beyond protecting systems, it's about financial stability, customer trust, and the ability to operate under pressure."
- **FFH Management Services**



Fairfax Financial Holdings is a holding company based in Canada and listed on the Toronto Stock Exchange.



Industry

Finance



Challenge

As FFH expanded its global footprint, several challenges emerged:

- **Ageing firewall infrastructure** requiring modernisation
- **Rising alert volumes** creating operational strain
- **Limited visibility** across a distributed environment
- **Increasing regulatory demands** across multiple regions
- **Resource constraints** limiting internal scalability

The organisation needed to enhance visibility, improve response readiness, and reduce operational complexity.

Selection criteria

To support a complex and growing environment, FFH required a partner that could:

- Operate effectively across **global, regulated environments**
- Deliver **managed firewall and threat detection services**
- Provide **24/7 monitoring and rapid response capabilities**
- Strengthen **incident readiness and resilience**
- Act as a **strategic partner**, not just a vendor

"Integrity360 had already earned our trust through consistent expertise and reliability."

- **FFH Management Services**



Integrity360's solution

Integrity360 implemented a managed security approach, combining continuous monitoring, infrastructure support, and resilience testing.

Key components included:

- **Managed firewall services**
Strengthening perimeter security and ensuring consistent policy enforcement
- **Managed detection and response (MDR)**
Delivering 24/7 monitoring and rapid threat detection

Solution

Integrity360 implemented a managed security approach, combining continuous monitoring, infrastructure support, and resilience testing.

“ We gained 24/7 visibility, faster response, and a more consistent security baseline, without increasing internal headcount. Integrity360 feels like a true extension of our team rather than an external provider.”

FFH Management Services

The benefits

- Improved **visibility across a complex global environment**
- Reduced operational complexity and alert fatigue
- Enhanced **incident response readiness and resilience**
- Stronger and more consistent **security baseline**
- Greater focus on **strategic priorities** for internal teams
- Increased confidence in risk management at all levels

- **Enhanced visibility across global environments**
Providing a unified view of security posture and risk
- **Tabletop exercises and incident readiness testing**
Improving response processes and decision-making under pressure
- **Strategic partnership model**
Embedding closely with internal teams to provide ongoing support and guidance

Looking ahead

As threats and regulatory pressures continue to evolve, FFH continues to work closely with Integrity360 to strengthen resilience and maintain a proactive cyber security posture.

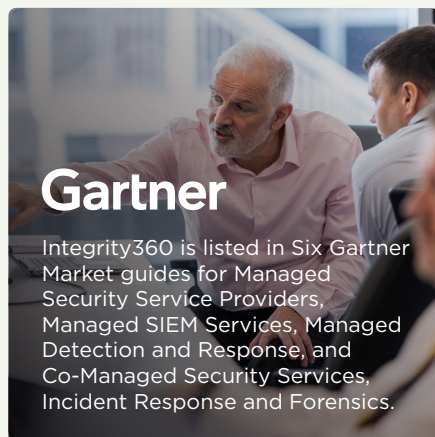
"Integrity360 plays a central role in helping us adapt, evolve, and stay ahead."
- **FFH Management Services**



About Integrity360

Integrity360 is Europe's leading cyber security and PCI specialist, with offices across Ireland, the UK, Bulgaria, Italy, Sweden, Spain, Lithuania, Ukraine, Africa, and the Caribbean. The company operates six Security Operations Centres (SOCs) in Dublin, Sofia, Stockholm, Rome, Madrid and Cape Town.

With an expert team of over 500 dedicated cyber security professionals, Integrity360 offers a full suite of professional, support, and managed security services. These services cover every aspect of cyber risk management, from identification and prevention to detection, response, and recovery.



Gartner

Integrity360 is listed in Six Gartner Market guides for Managed Security Service Providers, Managed SIEM Services, Managed Detection and Response, and Co-Managed Security Services, Incident Response and Forensics.

3000+
Enterprise
Clients

585+
Cyber
Professionals