

CYBER-HOTLINE

Powered by:  Quantum
Smart Claim Solutions

Taking back control of your Cyber Incident Response Solution

- Multi-channel
- SOC-governed
- Human-led
- Technology Empowered
- Vendor Orchestration



- Challenge
- Needs
- Our Solution : [Cyber-Hotline.com](https://www.cyber-hotline.com)
 - Multi-channel
 - SOC-governed
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 - Vendor Orchestration



The Insurer challenge



Cyber Incident Response is Complex

Insurers today face:



Increasing cyber incident volumes



Demand for technical expertise



24/7/365 availability requirement



Multi-jurisdictional exposure



Multilingual policyholder populations



High legal, and regulatory complexity

Managing cyber incidents at scale has become **operationally demanding**



The Insurer challenge



Delegating Control to a global vendor / breach coach was a pragmatic choice to start with:



Incident



Phone Lines / Call Center



Breach Coach / Vendor

This approach worked operationally, but at a cost.

- **One-size-fits-all response models**
- **Limited ability to adapt locally**
- **Limited technical expertise**
- **Vendor ecosystems is not managed granularly**
- **Uneven quality across regions**
- **Weak user's experience**



What Insurers want today ?



Taking back control, without rebuilding everything

Insurers now want to:



Retain strategic control of cyber response



Monitor vendor quality and accountability



Adapt response to local realities



Keep humans at the center



Adopt more flexible escalation workflows



Use technology without operational risk



Improve policyholder experience

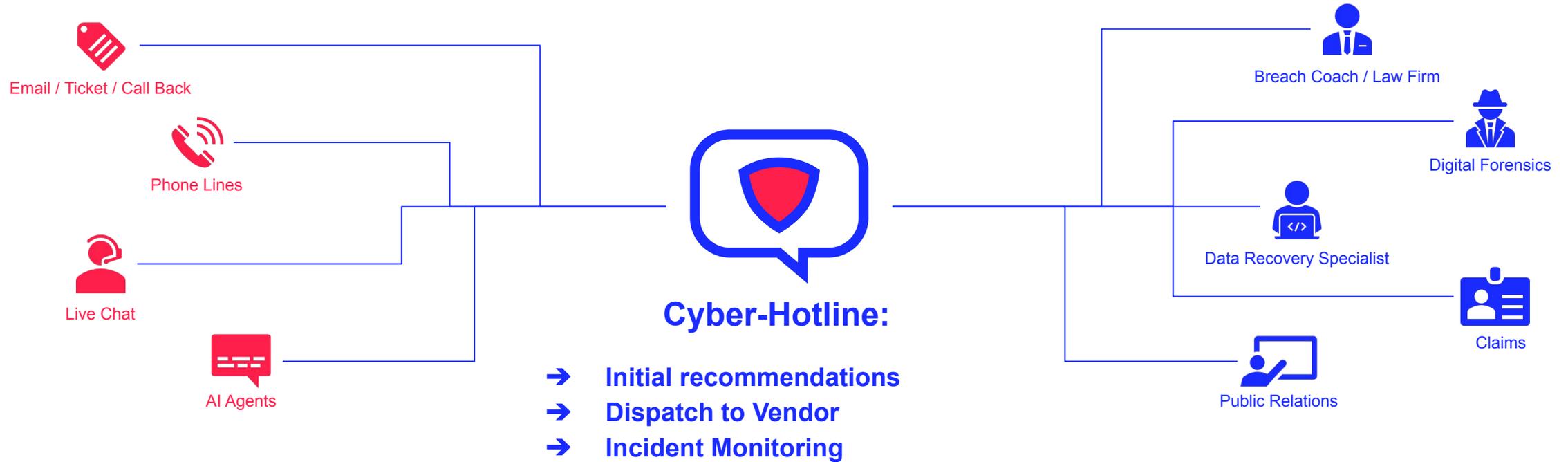


Capture data and collect insights

Control does not mean insourcing. Control means orchestration.



Our Solution: Cyber-Hotline.com



Multi-Channel Notification

SOC led first response & monitoring

Vendor Orchestration



Our Solution: Cyber-Hotline.com



= ***Your control layer for cyber incident response***

CYBER-HOTLINE

Cyber-Hotline enables insurers to **take back control** by providing:

- Multiple access channels for policyholders
- A **single, central SOC governance layer**: each incident is logged, monitored & reported
- Human-led recommendations, dispatch and monitoring
- Technology and AI embedded across operations for scalability
- Vendor agnostic
- Pre-defined Vendor's escalation workflows
- Flexible, insurer-controlled vendor orchestration

The right resource.

At the right place.

At the right time

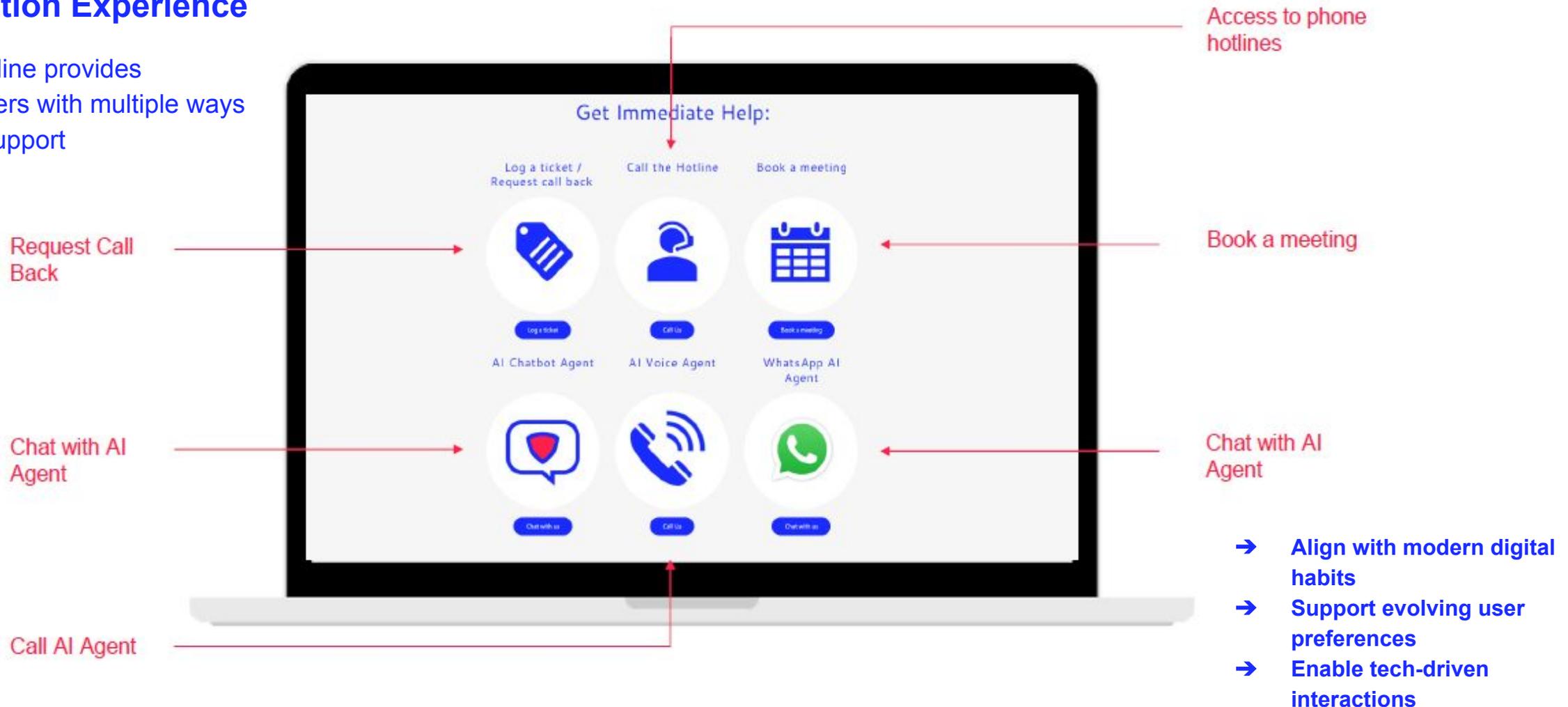


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A Multi-Channel Notification Experience

Cyber-Hotline provides policyholders with multiple ways to reach support

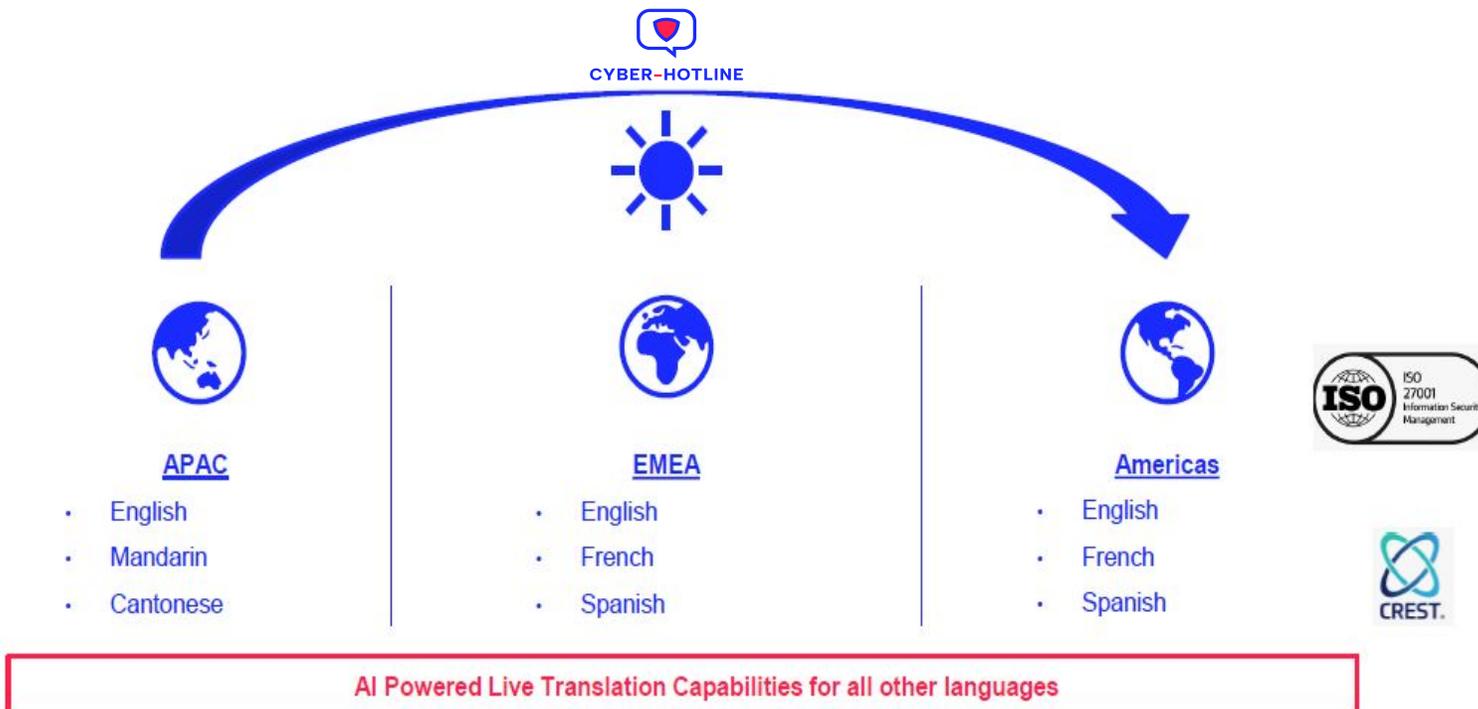


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One SOC. One Governance Model.

No matter the channel, the same SOPs and SLAs apply.



Cyber-Hotline SOC:

- Logs every notification
- Qualifies incidents consistently
- Monitors first response end-to-end
- Enforces insurer-defined SOPs & SLAs
- Intervenes directly when necessary
- Acts as a second line of defence

Channels vary, Governance does not.





Human-led, Technology empowered operations

Humans Deliver Value

Cyber-Hotline operators and SOC analysts:

- Lead triage and decision-making
- Reassure policyholders
- Coordinate response
- Maintain accountability

They are empowered by:

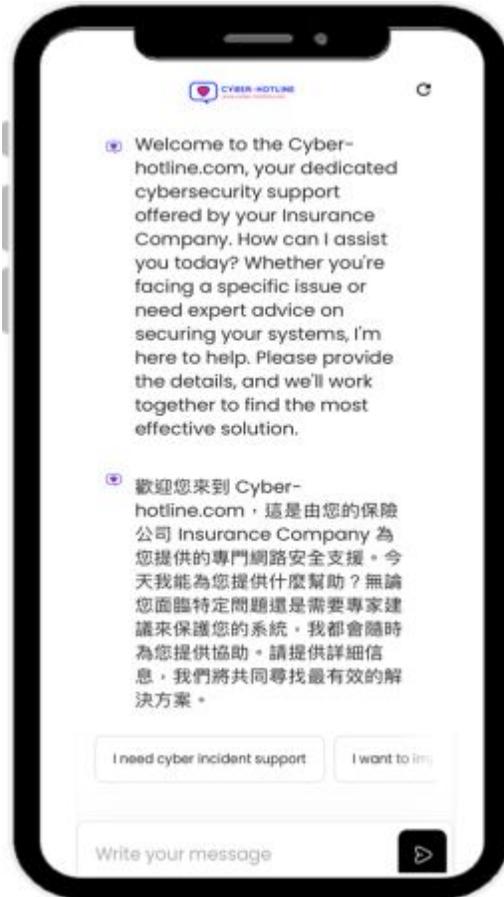
- AI-assisted questioning
- Structured playbooks
- Multilingual capabilities
- Automated logging and reporting
- Decision-support tools



**AI empowers
humans.**

**Humans remain
responsible.**





AI Embedded across Operations

AI as an Enabler, Not a Controller

AI within Cyber-Hotline is used to:

- Support operators during calls and chats
- Assist incident qualification
- Enable multilingual interactions
- Improve speed, consistency, and data quality
- Support monitoring and insights

All AI usage is:

- Supervised by the SOC
- Governed by insurer-defined rules
- Fully auditable



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Vendor Orchestration

Insurer-Controlled Vendor Management

Cyber-Hotline allows insurers to:

- Retain existing IRMs and breach coaches
- Onboard multiple vendors per category
- Source new vendors
- Adapt vendor selection by:
 - Geography
 - Incident type
 - Severity
- Monitor responsiveness and SLAs
- Activate a second line of defence if needed



CLYDE&CO



DATABACK
RÉCUPÉRATION DE DONNÉES



DAC
DAC BEACHCROFT



Lexfo

Vendors execute. **The insurer controls.**



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Global Framework



Local Execution

Granularity Without Fragmentation

Cyber-Hotline enables insurers to:

- Define a global response framework
- Adapt escalation logic locally
- Leverage strong local vendors
- Avoid dependency on a single global provider
- Continuously refine response models
- Maintain control without adding complexity
- Deliver human response without rigidity
- Adopt innovation without operational risk
- Achieve global reach with local intelligence
- Enable vendor flexibility with strong governance

Flexibility - Reactivity - Quality control





CYBER-HOTLINE

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