

Strengthening operational resilience through modernization and cybersecurity-as-a-service

CNP Assurances Italia



Business opportunity

The Italian subsidiary of global insurance giant CNP Assurances operates within an increasingly strict regulatory framework, including the European Union's NIS2 and DORA protocols.

To support continued compliance, CNP Italia aimed to strengthen operational resilience, enhance risk governance around key systems, and improve its ability to manage extreme or unexpected events. The company planned an IT modernization project to deliver these objectives while simplifying IT operations and protecting both revenue streams and customer information.

By simultaneously outsourcing the management of mission-critical infrastructure and cybersecurity, CNP Italia expected to enable its internal teams to focus more on core and value-added insurance activities.

Technical challenge

As CNP Italia evolved its organization and IT services, it needed to strengthen monitoring, resilience and operational governance to support future growth. A key objective was adopting a prevention-led, proactive service management model with integrated monitoring across production environments. The organization also wanted to enhance business continuity and Disaster Recovery (DR) to minimize disruption risks for partners and policyholders.

Simultaneously, the evolving insurance regulatory landscape demanded stronger cybersecurity and IT compliance. To meet these requirements, CNP Italia needed real-time threat monitoring, a consolidated Security Operations Center (SOC), and systematic vulnerability assessments.

Our solution

Together, CNP Italia and Kyndryl designed and implemented a comprehensive managed services model that covers the entire IT service catalog.

The joint delivery team:

- Created a cohesive governance model to improve visibility and service quality
- Implemented resilient hosting for production and DR environments to strengthen the continuity of mission-critical systems
- Engaged Kyndryl's Global SOC for cybersecurity-as-a-service, including proactive threat monitoring and advanced incident analysis
- Integrated advanced backup solutions and established robust assessments to meet regulatory requirements
- Enhanced decision-making and IT-risk management by providing expert Kyndryl advisory services to the internal Chief Information Security Officer and Chief Technology Officer functions



Together with CNP Assurances Italia, we have strengthened operational resilience, enhanced cybersecurity, and built a governance model aligned with evolving business and regulatory needs. This project shows how trusted collaboration can help organizations navigate transformation with confidence.”

– Vito Leotta
Director, Client Unit, Insurance, Kyndryl

What progress looks like

As a trusted advisor to CNP Italia, Kyndryl helped the insurer create a resilient, secure and compliant IT foundation backed by proactive cybersecurity services. This modernization and outsourcing initiative:

- Enhanced service quality by eliminating organizational silos and unifying fragmented operations
- Introduced expert proactive cybersecurity services to protect core systems and policyholder data
- Reduced the risk of downtime and data loss by introducing robust DR and advanced backup solutions
- Improved visibility of the IT environment, enabling better decision-making and closer alignment between IT investments and business goals
- Simplified IT management and improved adaptability to changing business and regulatory needs

About CNP Assurances

With 33 million policyholders, CNP Assurances is a leading multinational insurance group. Its Italian subsidiary specializes in term life, credit protection, and affinity solutions.

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