

Case Study

# Cyber Resilience: Orbit Housing



# All organisations need to be cyber resilient

Today, every organisation relies on digital technology to operate effectively. Yet this exposes organisations to cyber risk. If a cyber incident happens, insurance can help cover the costs and provide support services. But the first step to becoming resilient is identifying the cyber risks before that happens.

The Zurich Resilience Solutions (ZRS) UK Cyber Team offers a complete suite of cyber resilience services to help organisations gain a deeper understanding of their cyber exposure and stay resilient. The services are available to any organisation, not just existing Zurich customers.

ZRS begins by carrying out a cyber resilience health check. This is a thorough review of an organisation's cyber risks and helps to provide a solid foundation for resilience. It involves on-site support, an external passive cyber risk scan and document reviews. It is also aligned to industry best practice and guidance set out by the National Cyber Security Centre (NCSC) and the National Institute of Standards and Technology (NIST).

The health check highlights areas where an organisation is doing well, and also assesses cyber maturity. The team will also report on areas for improvement and suggest which recommendations could have the greatest impact on resilience, enabling organisations to take risk-based decisions for their next steps. ZRS can also support organisations as they implement the improvements too.



# Orbit Housing: the background

Orbit Group is a leading UK housing association. It supports tenants and shapes communities, mainly through building and maintaining social housing.

In June 2021, the ZRS Cyber Team worked with Orbit to complete a [cyber resilience health check](#) to understand Orbit's resilience and the needs of users across the organisation. The report outlined improvements that could be made to Orbit's security policies to reduce exposure to cyber risks.

Orbit implemented many of the recommendations, asking ZRS to revisit the findings in 2022 to check if they still applied. This review found that cyber maturity had substantially improved, and the team also made some new recommendations to help Orbit become even more resilient.

In March 2023, and again in 2024, ZRS facilitated a joint [cyber incident response and business continuity exercise](#) to test Orbit's ability to respond effectively to cyber incidents.

## The health check made a number of recommendations, including:

- ➔ Suggested enhancements to IT security policies to improve resilience by laying a foundation of requirements for users and increasing cyber security awareness
- ➔ Improve incident response capability by running regular tabletop exercises to ensure Orbit is practised and prepared in case of a real incident
- ➔ Recommendations to improve incident and business continuity response following the results of the tabletop exercises

## Customer outcomes

As a result of the collaboration, Orbit is able to:



Demonstrate **tangible cyber security improvements** to stakeholders



Deliver an **ongoing cyber improvement** programme



Undertake **regular cyber incident and business continuity exercises** to help senior leaders understand the technical and operational responses to a major incident



This document has been produced solely for informational purposes. The information contained in this document has been compiled and obtained from sources believed to be reliable and credible, but no representation or warranty, express or implied, is made by any member company of the Zurich Insurance Group as to its accuracy or completeness. This document does not constitute, nor is it intended to be, legal, underwriting, financial, investment or any other type of professional advice. No member of Zurich Insurance Group accepts any liability arising from the use or distribution of this document, and any and all liability whatsoever resulting from the use of or reliance upon this document is expressly disclaimed. Nothing expressed or implied in this document is intended to, and does not, create legal or contractual relations between the reader and any member company of the Zurich Insurance Group. Any opinions expressed herein are made as of the date of their release and are subject to change without notice. This document is not, nor is it intended to be, an advertisement of an insurance product or the solicitation of the purchase of any insurance product, and it does not constitute an offer or an invitation for the sale or purchase of securities in any jurisdiction.

Zurich Resilience Solutions  
Risk Support Services  
6th Floor, The Colmore Building  
20 Colmore Circus, Queensway  
Birmingham  
B4 6AT

For further information about any of the topics mentioned in this document please speak to your local Zurich contact, or email Zurich Resilience Solutions at [zrs.enquiries@uk.zurich.com](mailto:zrs.enquiries@uk.zurich.com) or alternatively call this number +44 (0) 121 697 9131

For more information please visit <https://www.zurich.co.uk/business/our-expertise/zurich-resilience-solutions>

Zurich Management Services Limited, Registered in England and Wales no. 2741053,  
Registered Office: The Zurich Centre, 3000 Parkway, Whiteley, Fareham, Hampshire PO15 7JZ

©2025 Zurich Insurance Group Ltd.

P0646722 (04/25 TCL)

