



Hobson & Company, a research firm that specializes in Return on Investment (ROI) and Total Cost of Ownership (TCO) studies, worked with RadarFirst to quantify the value of an automated incident response management solution.

# The ROI of Intelligent Incident Response for Health Insurance

## Incident Response Management Challenges

- Decreasing the time spent on incident intake, assessment, and reporting
- Increasing the consistency of the incident management processes and outcomes
- Reducing the chances of damage to business partnerships and brand reputation

## TANGIBLE VALUE: SPEED TIME TO INCIDENT RESOLUTION

### Build Trust

#### Reduce the risk of investigations and fines

Radar® Privacy enables organizations to: bring consistency and efficiency in conducting automated, multi-factor risk assessments; comply with data breach notification laws using its patented Radar® Breach Guidance Engine; and stay current with ever-changing breach notification rules and obligations.

Customers interviewed reported the potential for:

**1 less fine/investigation**  
**REDUCTION** in the potential number of fines/investigations occurring

“More consistent, documented outcomes with Radar® Privacy can help reduce the risk of breaches and fines.”

— Privacy Team Leader

### Save Time & Cost

#### Reduce time spent on incident assessment

Radar® Privacy provides automated decision-support guidance, leading users through a consistent, intuitive process for profiling and scoring data privacy incidents to determine whether the incident is a breach, and provides all documentation to support an organization’s burden of proof obligation under breach laws.

Customers interviewed reported the potential for:

**50%** **REDUCTION** in time spent on incident assessment

“As much as an 80-90% reduction in time spent on assessments; could take 3-4 hours per state before and now takes just minutes.”

— Privacy Compliance Officer

### Reduce Risk

#### Reduce time spent on generating reports

Contractual Obligations Workflow from Radar® Privacy captures important contractual notification details for each external entity, including multiple notification timelines and contacts, providing easy tracking of notification due dates and proof of compliance with contractual obligations.

There is the potential for:

**95%** **REDUCTION** in the number of missed contractual obligations

“Missed contractual deadlines could have resulted in fines, which could escalate with each missed deadline.”

— Compliance Manager