

## Using cyber resilience to save time and money

Within a month of strengthening its cyber resilience through NormCyber's managed security service, Clanmil Housing began to feel a measurable commercial difference. Norm's real-time monitoring and continuous improvement programme reduced previously unidentified vulnerabilities by 60%. All while saving in-house management three weeks of manual effort per quarter – and nearly £250,000 a year.



### PROBLEM

As a customer-centric organisation, Clanmil recognised cyber security as a growing strategic risk, with potential impacts ranging from service disruption to data loss.

As part of its 2026 digital strategy, Clanmil sought to strengthen its cyber incident response policy.

Clanmil's leadership recognised that while existing security processes had been effective, they were disconnected and difficult to scale and lacked the visibility required at board level.

“Before Norm, it was hard to demonstrate the ROI of our efforts to the board. Now, our Cyber Resilience Score is a clear indicator of our cyber posture. The data is visualised and validated by Norm, and it's structured in a way that even non-technical executives can understand.”

Peter Grimley, Assistant Director of ICT



### APPROACH

Norm enabled Clanmil to move to a proactive, data-driven security model through a fully managed service. This includes continuous monitoring via a CREST-accredited security operations centre (SOC), combined with incident response, simulation exercises and ongoing vulnerability management. Human Risk Management strengthens employee awareness, while penetration testing identifies and prioritises critical weaknesses.

All services are unified through the Smartbloc portal, providing clear, real-time insights and a single Cyber Resilience Score – a quantified measure of risk and the organisation's ability to detect, contain and recover from attacks.

A dedicated Focal Analyst drives continuous improvement, ensuring recommendations are aligned to Clanmil's operational and commercial priorities, underpinned by a deep understanding of its IT environment.

### ACTION

- 24/7 monitoring and threat response via a CREST-accredited SOC
- Leadership cyber attack simulations to test and refine response plans
- Continuous vulnerability scanning across 375 endpoints
- On-demand, bite-size security awareness training and phishing simulations
- Proactive penetration testing using real-world attack techniques

### IMPACT

Norm delivered immediate and measurable improvements in security, visibility and operational efficiency.

- 60% reduction in vulnerabilities within the first month
- 7,000 previously unidentified vulnerabilities uncovered
- 100% phishing training compliance within six months
- Critical vulnerabilities remediated within 14 days
- Three weeks of manual effort saved per quarter
- £235,000 annual saving compared to in-house management

Beyond metrics, Clanmil now benefits from clear, Board-level visibility, faster decision-making and a more proactive approach to risk. Crucially, internal teams have shifted from identifying problems to actively resolving them.

### TECH AND SERVICES USED

- Managed Detection and Response
- Incident Response
- Focal Analyst
- Incident Response Readiness
- Vulnerability Management
- Smartbloc portal
- Human Risk Management
- Penetration testing
- Cyber Resilience Score

### Interested?

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