



Tech: data integrity

The security service

Bermuda technology provider CCS is helping re/insurers to manage their data and to keep it secure in a dangerous world, says chief executive officer Lloyd Fray.

Data integrity and security are dominant concerns for business leaders in Bermuda, according to the head of the one of the Island's leading IT services companies.

CCS chief executive officer Lloyd Fray says the need to enhance data protection is never-ending as its defenders try to keep a step ahead of hackers.

But adapting to change is in the company's DNA, he says, having begun as a provider of computer hardware, right down to the cables supporting computer networks, but today offers a full range of services to the re/insurance industry.

Fray, who has been CEO since 2018 having previously led KeyTech, the former owner of the Bermuda Telephone Company, says data management is central to what the company does.

"As companies in Bermuda expand and enhance their digital capabilities, data integrity and security are the dominating concerns for business leaders," he says. "Data analytics and engineering are widely sought after to gain better understanding of customer trends and decision-making.

"We see this in all verticals of businesses from insurance and reinsurance to healthcare to car dealers on the Island."

Fray, who was speaking soon after the government suffered a cyber attack which crippled its IT services for weeks, adds: "Data protection is ongoing and while Bermuda prides itself as a highly compliant jurisdiction with good regulation frameworks, organisations and the government will need to continue to enhance both the physical and policy aspects to mitigate the increase in system breaches.

"Most businesses, particularly international businesses, have robust cybersecurity measures in place including obtaining relevant insurance.


"The compliance side of things will drive this even further," he adds. "CCS assists them a lot with their business continuity planning which includes cybersecurity. The need for cybersecurity is not going to go away, unfortunately. Just as you think you are ahead of the curve, you are not.

"The key is how you mitigate these kinds of attacks and how quickly you recover. You can have all the right technology and data, but how do you protect that? If it does become a breach, is there a repository somewhere else that can store data adequately?"

"You want to minimise the disruptions because every day millions and millions of dollars are being lost.

"A year or so ago one of our customers had a major breach and because of those design elements we put in and the partners we have, we were able to restore them in four days," he recalls.

Companies that use the cloud to house much of their data are generally more secure, especially if they use one of the major cloud suppliers such as AWS or Microsoft, he adds.



"Data integrity and security are the dominating concerns for business leaders."

Lloyd Fray, CCS

Good use of AI

Fray says CCS is aiming to be more focused on data restructuring and data engineering which, he says, is a prerequisite to efficiently using artificial intelligence (AI).

"Getting the data in a meaningful format that is understandable and clean for AI to be effective is vital," he says.

CCS prides itself on understanding customer needs and having the best skills to deliver the services. Fray says his job is made easier because the Island is well advanced in terms of technology.

"Bermuda is a technology-rich jurisdiction which for the most part continues to be driven to meet the needs of businesses—their processes, financial, security, and providing business with a competitive advantage within their prospective industries.

"Through the advent of technology convergence, whether it be to reduce costs or replacing legacy infrastructure, organisations are opting for more cloud services. Even companies, mostly international businesses, who wanted complete control of their systems and data are now approaching the hybrid model for better manageability and to some extent more security," he explains.

"As an example, applications such as MS Office 365 are now the norm for back office applications that are controlled, upgraded, patched, and backed up, allowing IT resources to be more effective and to focus on more core business requirements."

Fray says mainstream companies are becoming more interested in disruptive technologies which have grown out of fintech and blockchain.

"This is happening along with government's initiatives now taking shape: fintech (digital assets) and blockchain. The stage is being set for what will be a challenging and exciting future for Bermuda."

These trends are welcome news for CCS, which offers a full range of services for a rapidly changing market.

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Data security

Fray says data protection and tools to manipulate data are particularly important for international companies including, or perhaps especially, re/insurance companies.

"Security starts with design of their infrastructure—network, systems, cybersecurity, and end user education," he says. "CCS has partnerships with some of the most trusted brands such as Cisco, Microsoft, Cylance, and Fortinet, allowing the company to offer comprehensive solutions backed by highly skilled resources."

The company also offers server storage and virtualisation, networking and security, unified communication and collaboration including telephony, MS Teams and WebEx, application development, end user training, infrastructure builds (cabling) and cloud migration.

This range of services enables CCS to offer a one-stop shop to its customers, which is a competitive advantage in the growing Bermuda market, he says. "The market over the years has seen an uptick in IT services companies but CCS, because of its deep skills, responsiveness and wide range of services, is positioned as a trusted advisor to deliver purposeful solutions."

Despite that, the company and sector face challenges, Fray says, particularly in the areas of recruiting and retention.

"As the technology sector continues to grow around the world, acquiring skilled resources is increasingly challenging. These resources are typically brought in from outside Bermuda where the pool of talent is shrinking," he says.

"This, coupled with finding the right fit of people and Bermuda's immigration processes, makes it a more daunting task.

"With new technology, you need new skillsets and the local pool is limited, so most of our professionals come from overseas and that is a challenge because they are being quickly snapped up and the process of recruiting is lengthy—it can be six months from identifying someone to getting them on the Island."

To improve the local pipeline, CCS works with the Bermuda College and other agencies but, Fray says, it is difficult because the industry is so fast-changing and because CCS is often competing with its own customers for talent.

"We believe in training Bermudians," he adds. "We have Bermudians on staff with great promise, and a robust training programme."

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