

Cysurance reduces investigation time by an estimated 60–70% with Weaver



How an embedded cyber warranty and insurance provider streamlined investigations, reduced costs, and built a more transparent claims process.

COMPANY

Cysurance

INDUSTRY

Embedded warranty & cyber insurance

PRIMARY USE CASE

Cyber claims investigation and compliance validation

CUSTOMER OUTCOME

Faster, lower-cost, more transparent claim adjudication

ABOUT CYSURANCE

Cysurance provides capacity to build embedded warranty and cyber insurance programs with security product and service providers, wrapping coverage around the technologies they bring to market. By designing the programs, setting the security requirements that qualify a customer for coverage, and adjudicating the claims, their model is designed to help organizations mitigate and remediate cyber threats while demonstrating that well-implemented security controls can materially reduce incident severity.

THE CHALLENGE

Before Weaver, claims counsel were often asked to interpret technical detail without a playbook to test it against. Reviews ran long because they turned on interpretation rather than on evidence. While the team had systems for storing and sharing information, those tools were not designed for conducting an iterative investigation against specific warranty requirements. When submitted evidence was incomplete or ambiguous — for example, a screenshot where definitive logs were needed — resolving those questions could require multiple review cycles involving customers, cyber experts, and claims counsel.

High-cost review cycles

Complex claims often required input from external claims counsel and other specialists, adding review cycles where more definitive evidence could potentially resolve the question earlier.

Limited visibility into external review

External support could control some cost, but offered less direct visibility into the investigative record and resulting data.

Variable demand for specialized expertise

Specialized investigative demand varied by claim volume, making permanent dedicated headcount an inefficient solution.

Slow path to definitive answers

Past investigations could take roughly two weeks to identify the true ingress point and determine whether the relevant controls met warranty requirements.

Turning investigations into a structured, evidence-driven investigation

Cyber warranty investigations are complex. The objective is to determine what happened during an incident, examine the available facts and logs, and establish whether the organization's security posture at the relevant point in time met Cysurance's warranty requirements. That means working from a defined source of truth, testing submitted evidence against those requirements, identifying what has and has not been proven, and determining what additional evidence is needed to reach a defensible conclusion.

Cysurance wanted a partner that understood investigations and incident response – not just a generic automation layer – and Weaver gave Cysurance a repeatable playbook for those investigations. Weaver organizes and analyzes submitted evidence, identifies where the record is incomplete, and recommends the next logs or artifacts needed. The process remains iterative by design: new evidence can change the analysis, and experienced cyber and claims professionals stay in the loop to validate findings and make the final determination.

“The playbooks were really effective very early. I was amazed at even the initial outputs we got.”

Kirsten Bay | CEO & Co-founder, Cysurance

What changed in practice

When evidence is incomplete, claims teams often have to request additional information before they know exactly which artifact will resolve the question. With Weaver, Cysurance can more quickly identify what is missing, explain why additional evidence is required, and tie each request back to a specific control or requirement. The process becomes a traceable analysis of what has been proven and what has not.

“What we’re finding is that the right information surfaces much more rapidly, while still being validated. That gives me a lot of confidence that we’re properly adjudicating the claim.”

Kirsten Bay | CEO & Co-founder, Cysurance

- 01** **Ground the review in the source of truth.** Cysurance brings terms, conditions, and control requirements into the investigation.
- 02** **Analyze submitted evidence.** Weaver organizes the submitted evidence against the requirements and identifies where the record is complete and where it is not.
- 03** **Ask for the right next artifact.** The workflow recommends additional log files or evidence needed to remove ambiguity.
- 04** **Validate with humans in the loop.** Cysurance combines Weaver's analysis with experienced cyber and claims judgment before making a final determination.

When the evidence completes the record

Good investigative technology does more than accelerate a review. It surfaces the evidence a determination depends on. In one claim, Weaver identified the technical evidence establishing that the customer met its multi factor authentication requirement. With the complete record in hand, Cysurance adjudicated the claim and paid it.

A more strategic operating model

The new workflow also changed how Cysurance uses its internal team. Rather than spending executive time coordinating claim intake, evidence requests, and iterative review, Bay said she now primarily approves determination letters and can focus more time on process design, customer experience, and strategic improvements to the claims operation.

Meaningful savings – and a stronger claims experience

Based on its early experience with Weaver, Bay estimates that the company has already reduced costs an estimated 25–30% and saved approximately 60–70% of the time previously spent on the investigations process.

25–30%

ESTIMATED REDUCTION IN INVESTIGATION COST

Driven by fewer evidence cycles per claim. Counsel receives technical findings rather than ambiguity.

Beyond speed and cost

More defensible decisions. Weaver helps Cysurance assemble and validate the evidence needed to determine whether controls were compliant at the relevant point in the incident.

A stronger feedback loop. Claims data is becoming a source of insight for improving intake forms, tightening ambiguous terms and conditions, and helping partners understand what drives better claims outcomes.

60–70%

ESTIMATED TIME SAVINGS

Primarily from reducing iterative requests, waiting cycles, and repeated adjudication.

Better customer outcomes. A complete evidentiary record means determinations rest on what the evidence proves, and customers receive a clear account of what was required and what was shown.

Human expertise used where it matters. Weaver handles more of the evidence organization and first-pass analysis while cyber and claims experts stay involved in validation and final adjudication.

“We’ve been able to contain the claims process much more effectively. I’m now able to focus my involvement on reviewing and approving the final determination rather than managing every step of the investigative process, which has freed up my time to be much more strategic.”

Kirsten Bay | CEO & Co-founder, Cysurance

Looking ahead

Cysurance sees Weaver as more than an investigation tool. The company is exploring how standardized investigative playbooks could support lighter-touch risk analysis for prospective insureds and help primary insurance partners reduce the investigation burden that can consume a significant share of total claim costs. The long-term opportunity is a more unified insurance experience: faster determinations, more targeted remediation, and better data across the claims lifecycle.

For insurers, warranty providers, and other teams managing complex incident-driven reviews, the Cysurance experience points to a broader opportunity: apply structured investigative technology to the work of determining what happened, what the evidence proves, and what still needs to be discovered. Weaver helps teams turn that process into a repeatable, evidence-driven investigation – combining AI-assisted analysis, iterative playbooks, and human expertise to reach clearer answers faster.



DEVSEC builds Weaver, the AI-native platform for complex investigations. Weaver helps teams analyze evidence, follow investigative leads, and reach traceable, defensible conclusions faster. Learn more at devsec.com or contact hello@devsec.com.