



Zurich US Scales Agentic AI Safely and Protects Multi-Cloud Workflows with Rubrik

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Adam Page
CISO, Zurich US



CONTEXT + CHALLENGES

Zurich US is a leading provider of commercial insurance and risk management services, processing thousands of underwriting submissions every year. To maintain its competitive edge and streamline data-heavy operations, Zurich US has embedded agentic AI directly across its core workflows, including underwriting risk assessment, claims fraud detection, software engineering, and customer and broker interactions.

To provide the resilient foundation necessary for this, Zurich also modernized its infrastructure. The organization migrated 160 applications from legacy data centers into a multi-cloud ecosystem over an 18-month period.

To support continuous business operations, Zurich US needed to shift from simple threat prevention to rapid, granular, and trusted data restoration. Zurich's expanding use of agentic AI, combined with a major cloud migration, introduced new challenges:

- 1 Growing infrastructure complexity:** Over a period of 18 months, Zurich migrated 160 applications from its own data centers into a multi-cloud environment, increasing the number of potential entry points across a hybrid mix of on-premises and cloud systems, exposing the organization to higher security risks.
- 2 Lack of modular disaster recovery:** Zurich's prior approach to recovery lacked the ability to restore individual systems independently, leading to unnecessary downtime across uninvolved systems during an incident.
- 3 Expanding attack vectors from agentic AI:** While autonomous AI agents drove efficiency, they introduced fresh vulnerabilities such as prompt injection, data poisoning, and sensitive information disclosure.

OUTCOMES

Partnering with Rubrik helped Zurich US achieve:



Accelerated Detection and Recovery

Security teams can identify issues immediately and restore compromised environments rapidly using trusted, pre-validated recovery points.



Increased Operational Efficiency

By automating administrative work, the underwriting team can spend more time on evaluating and identifying the right risks, writing profitable business, and strengthening customer relationships.



AI-Ready Resilience

Established clean data backups and pre-validated recovery points so teams can scale agentic AI applications with complete governance and safety.

BACKGROUND

Zurich US is a leading commercial insurance provider serving businesses across the United States. Zurich delivers tailored solutions that help organizations manage risk and stay resilient in a changing world.

COMPANY DETAILS

-  Insurance
-  AMER | Schaumburg, IL
-  65,000+ employees
82 million+ customers
-  Presence in 200 countries and territories

Building Modular Reversibility

As Zurich moved 160 applications into a multi-cloud environment, the team looked to strengthen its resilience alongside the migration. "We wanted to further strengthen our resilience," says Adam Page, CISO, Zurich. "That's when we put in Rubrik."

Zurich US can now take a more modular approach to recovery across its infrastructure, which still includes some on-premises storage alongside its multi-cloud ecosystem. Disaster recovery used to be a largely all-or-nothing approach, with Rubrik, Zurich can recover specific systems or application environments independently. If the claims system is compromised, the company can restore it without affecting applications elsewhere in the business.

Rubrik also gave Zurich a centralized view of its backups, including their health and any anomalies, while helping the company rigorously test its resilience capabilities. As the threat landscape evolves, Zurich and Rubrik have developed a close working relationship. "They bring their thoughts and strategy to us, and we put an operational lens on it," says Page.

Embedding AI on a Foundation of Resilience

Zurich is now better positioned for resilience by partnering with Rubrik. Their team can quickly detect a problem and begin recovery with confidence, without disrupting unrelated business operations. Immutable, pre-validated recovery points have eliminated the time previously spent determining where to roll systems back to. Rubrik's AI-driven anomaly detection flags suspicious behavior in real time when indicators of compromise are triggered.

Rubrik's built-in AI assistant, Ruby, continues learning over time, helping Zurich identify application-specific recovery patterns and accelerate restoration. The broader impact goes beyond operational efficiency. By reducing administrative work, AI is giving underwriters more time to focus on customers and higher-value activities. That resilience foundation is what allows Zurich to treat AI as embedded rather than bolted on. "We don't view AI as a standalone initiative," says Madhu Ramamurthy, CIO of Zurich US. "We see it as a capability embedded within our business processes to help our teams work more effectively and deliver better outcomes."



PRODUCTS & SERVICES



AI Ruby Agent



Cloud Native Protection



Cyber Recovery

ABOUT RUBRIK

Rubrik (RBRK), the Security and AI company, operates at the intersection of data protection, cyber resilience and enterprise AI acceleration. The Rubrik Security Cloud platform is designed to deliver robust cyber resilience and recovery including identity resilience to ensure continuous business operations, all on top of secure metadata and data lake. Rubrik's offerings also include Predibase to help further secure and deploy GenAI while delivering exceptional accuracy and efficiency for agentic applications. For more information, please visit www.rubrik.com and follow [@rubrikinc](https://twitter.com/rubrikinc) on X (formerly Twitter) and [Rubrik](https://www.linkedin.com/company/rubrik) on LinkedIn.