Let us help protect your technology company from professional, media and cyber risk.

One of the Broadest Appetites in the Industry

The Hartford has a broad appetite for cyber outside of (e.g., healthcare, public entities and K-12 education).

Threats to cybersecurity are real. Provide your tech companies with coverage that offers peace of mind and helps reduce risk and loss. A total insurance solution including FailSafe® and our cyber services portfolio can help pay your client's expenses in cases of data privacy wrongful acts.

To demonstrate the need for these coverages, take a look at some claim scenarios that show the types of claim and indemnity expenses that companies can incur.

Scenario 1: Professional Liability	
Type of insured	Software company that sold and installed a computerized fare system to a transportation authority.
What happened	An overnight software upgrade results in failure of the fare system equipment to operate and outages occur throughout the authority's network.
What followed	As a result of the system failure, many stations allow passengers transportation without proof of paying the fare. The transit authority sues the software company for negligence in the performance of services, specifying damages that include: • Lost revenues due to unpaid passenger fares. • Extra expenses associated with the need to pay for additional staff to manage the crisis, including overtime pay to personnel • Lost revenues associated with reputational damages caused by the event.
Resolution	Claim expenses $25,000+

Scenario 2: Professional Liability	
Type of insured	Software developer that manufactures and distributes workforce management software enabling third parties to track employee hours, overtime, vacation time and compiles information for payroll processing.
What happened	The software company enters into an agreement to provide the software to a customer, including implementation, installation, customization, training and support services. Six months after installation, the customer isn't happy with the performance of the software program, specifically alleging a functionality failure.
What followed	The customer terminates the contract due to negligence and failure of the product to perform as intended. Damage allegations were in excess of $700,000.
Resolution	Claim expenses $50,000+
Indemnity	Settled for $250,000

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Scenario 3: Intellectual Property Infringement*	
Type of insured	A software development company that builds and services enterprise infrastructure software tools used by other equipment manufacturers, as well as network and software companies.
What happened	A competitor alleges that the software company's products infringe upon the copyright of the competitor's own products.
What followed	The specific allegation is for copyright infringement of software code, and the alleged damages were in excess of $100 million.
Resolution	Claim expenses alone were in excess of $5 million

* Only if GIGA with intellectual property coverage endorsement or FailSafe TERA®

Scenario 4: Security Breach/Unauthorized Access	
Type of insured	A website development and maintenance company.
What happened	While applying customer-requested modifications to the website, security elements were disabled. Upon completion of these modifications, the website is put back in service, but the security elements are left disabled, and the secure sections of the website are accessible to the public.
What followed	Three months later, the error is discovered, and the customer alleges damages that include: • Lost customers due to adverse publicity related to the failure to protect sensitive information contained in the secure section of the website. • Costs to notify affected parties of the possibility that their personal information was exposed to unauthorized individuals. • Credit monitoring expenses for individuals impacted by the possible disclosure of personal information. • Regulatory proceeding expenses, etc.
Resolution	Claim expenses $85,000
Indemnity	$80,000

Scenario 5: Professional Liability	
Type of insured	Telecommunications equipment manufacturer that designs and distributes connectivity hardware to enhance communications within a wireless, local loop telephone system.
What happened	After the installation of more than 10,000 of these units for a large telecommunications customer, an installation problem that causes the units to fail is traced back to the company's schematics.
What followed	As a result, the customer seeks financial damages.
Resolution	Claim expenses $5,000
Indemnity	$225,000

Learn more.

Browse the links below to find out how our professional, media and cyber risk solutions can benefit your clients.

Coverage Analyzer | Cyber Services Portfolio | Cyber Center

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