

RSS Insurance

Cyber-First IT That Supports Resilience and Compliance in Insurance Services

About RSS Insurance

RSS Insurance is a privately owned, independent insurance brokerage firm with offices in Chattanooga, Tennessee, and Cleveland, Ohio. Since 1973, RSS has provided tailored coverage to individuals and businesses, specializing in commercial lines, professional liability, and personal policies such as home, auto, and umbrella insurance.

As a fast-paced brokerage operating in a highly regulated and data-sensitive industry, RSS relies on seamless IT operations, strong cybersecurity posture, and expert support to deliver client services with consistency and confidence. That's why they chose Logically as their strategic IT and security partner.

Why It Matters

In the insurance industry, protecting client data, ensuring uptime, and supporting compliance requirements are non-negotiable. RSS Insurance needed a managed services provider that could **secure sensitive client information, enable hybrid work, and deliver continuous performance**—especially in times of disruption.








Logically gives us peace of mind. They're quick to respond to any issues, and that means very little downtime for us—and uninterrupted service for our clients.

Evy Unger,
Systems Controller, RSS Insurance

The Challenge





As the firm's operations expanded and hybrid work became a long-term reality, RSS needed support across multiple dimensions:

-  Managing a mixed device environment (Microsoft and Apple)
-  Enabling secure remote work at scale
-  Maintaining data protection standards and supporting compliance needs
-  Preventing downtime and minimizing operational disruption
-  Training staff to stay alert to phishing and cyber threats

RSS turned to Logically for more than tactical support—they needed a **cyber-first, compliance-aware IT solution** built for the insurance industry.

The Solution

Logically delivered a **comprehensive managed IT and cybersecurity program**, custom-built to support RSS Insurance's operational needs and industry obligations:

-  **24/7 endpoint monitoring**, remote support, and on-site services as needed
-  **Cloud-based backup and data recovery** to ensure uptime and resilience
-  **Firewall, Wi-Fi, and server infrastructure management** for secure access
-  **Cybersecurity awareness training** and phishing simulation exercises
-  **VPN setup and secure remote configuration** to enable hybrid flexibility

 **Quarterly technology reviews** for strategic planning and compliance updates

 **Vendor coordination and hardware lifecycle support** to reduce internal burden



Logically helped us shift to remote work smoothly, ordering laptops, configuring VPNs, and making sure every employee was fully supported—no matter where they worked.

Evy Unger



Strategic Impact

- ✓ **Zero business disruption during remote transitions**
- ✓ **Stronger security posture** with annual employee training and cyber hygiene practices
- ✓ **Continuous uptime and rapid response** with minimal operational delays
- ✓ **Improved IT planning** through quarterly reviews and executive-level support
- ✓ **Increased confidence in compliance readiness** across systems and staff

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Things are running really well. We've had no issues while working with Logically, and they've always been responsive and thorough.

Evy Unger

Partnering for Resilient, Future-Ready Insurance Services

In insurance brokerage, protecting client data, ensuring regulatory compliance, and maintaining seamless operations are key to building trust. With Logically's expertise, brokerages can strengthen cybersecurity, streamline processes, and support scalable growth—delivering secure, efficient, and responsive service. Let's explore how we can help you build a resilient, future-ready foundation for your clients and business.

Future Ready

RSS Insurance recently renewed its multi-year agreement with Logically, recognizing the critical role technology plays in maintaining client trust, operational efficiency, and data security. As the insurance industry continues to evolve, Logically will remain a **cyber-first partner**—supporting RSS in scaling securely, planning strategically, and staying ready for whatever comes next.



Prepared for What's Now. Primed for What's Next.

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