Reclaim Security × Eastern Pacific Shipping

CASE STUDY

SHIPPING & MARITIME

Preemptive Exposure Remediation from Shore to Sea

61% security-tools ROI and 42% threat-resilience gains across a fleet of vessels and shore offices, without business disruption.

+42%	+61%	+75%
Threat resilience	Security-tools ROI	0-day exploits resilience

2026

Customer Success Story

EXECUTIVE SUMMARY

A mature stack, finally working as hard as it was bought to

Eastern Pacific Shipping (EPS), one of the world's leading privately held ship management companies, runs a complex security estate across shore offices and a fleet of vessels at sea, protected by a mature endpoint, identity, and email stack. Yet its lean team faced the same losing battle: configuration drift, untapped tool capabilities, and a manual remediation process too slow for an accelerating threat landscape.

Through a 10-day Reclaim Security PoV and continuous deployment, EPS gained a 42% improvement in threat resilience and a 61% gain in average security-tools ROI within months, across shore and vessel assets combined, while saving roughly 2,000 hours of manual work (about $400K), without business disruption.

INDUSTRY	WORKFORCE	HEADQUARTERS
Shipping & Maritime	7,000+ across sea & shore	Singapore

USE CASES IN THIS STORY

- Fix Configuration Drift
- Remediate Security Misconfigurations
- Automate Exposure Remediation

> “What changed for us with Reclaim is the mindset. Instead of reacting to findings one at a time, we now remediate exposures preemptively, before adversaries can exploit them. The combination of that preemptive approach with the platform's business-aware design, built to minimize operational impact, is what made it possible to keep hardening the estate continuously, without slowing the business for a single user.”

Max Wong
General Manager, IIT, Eastern Pacific Shipping

KEY RESULTS

Measurable risk reduction, from shore to sea

+42%
Overall threat resilience (shore + vessel fleet combined)

+61%
Average security-tools ROI (endpoint, identity, email)

~2,000
Hours of manual work saved (about $400K)

No disruption — to the business, across every change, shore and vessel assets combined

RESILIENCE IMPROVEMENT BY ATTACK TYPE

Each figure is the gain in EPS's ability to withstand that attack.

+63%
more resilient to ransomware

+83%
more resilient to advanced persistent threats

+75%
more resilient to zero-day exploits

- ✓ Capabilities already paid for turned into measurable risk reduction across endpoint, identity, and email.
- ✓ One continuously validated posture spanning shore and vessel assets, drift caught and corrected before it becomes risk.

THE CHALLENGE

A remediation gap outpaced by the business and the threat landscape

Before engaging Reclaim, EPS's lean security team faced compounding pressures common to mature security organizations:

An exposure remediation plateau

A growing arsenal of security tools outpaced the team's capacity to keep each one optimally configured; capabilities already paid for stayed partially activated, leaving measurable risk on the table.

Configuration drift across the stack

Misconfigurations accumulated over time, with no efficient way to prioritize the changes that would actually move the needle.

Security versus productivity tension

Hardening aggressively risked disrupting users; hardening gently left attackers a way in. The team needed to predict business impact before changes shipped, not after.

Adversaries operating at the speed of AI

AI-enabled attackers compressed the time from reconnaissance to compromise from weeks to hours; defense had to match that pace, not take weeks per exposure.

EPS needed a new operating model, not a new point tool.

THE SOLUTION

Business-Aware Exposure Remediation

01 Rapid Assessment & Validation

Find and confirm what's genuinely exploitable.

Integrate
Endpoint, identity & email via API

Score
Thousands of settings, 5 attack types

Validate
Only real, exploitable risk

02 Business-Safe Remediation Strategy

Predict business impact before anything ships.

Observe
Real user, device & app behavior

PIPE™ predicts
Forecasts impact of each change

Tailored fix
Hardens without disrupting work

03 Intelligent Implementation

Deploy, assure, and undo — in one click.

Deploy
Automated — no scripts or tickets

Assure
Early signals before complaints

Rollback
One click, any change

Every change is predicted, approved, deployed, and reversible in one click. Continuous hardening, without pausing the business.

THE RECLAIM EDGE

Preemptive, and safe by design

Most security programs are forced to choose between hardening fast and protecting productivity. By predicting the business impact of every change before deployment, and validating productivity after it, Reclaim makes continuous hardening a safe default: 61% more value from tools already owned, and a 42% stronger posture, without slowing the business.

CONTINUED PARTNERSHIP

A partnership that keeps deepening

01

Continuous assurance of posture and productivity

Reclaim monitors the combined shore-and-vessel estate around the clock, surfacing configuration changes, behavior shifts, and newly available capabilities. Every signal explains what happened, why it matters now, and what to do; where useful, Reclaim acts automatically.

02

Continuous expansion of preemptive remediations

New remediation capabilities are added continuously to match the pace of threats, deepening coverage without new procurement. That depth made Reclaim the natural choice when EPS extended the approach into integrating an acquired company.

ABOUT EASTERN PACIFIC SHIPPING

One of the world's leading privately held ship management and ownership companies, operating a fleet of 350+ vessels across container, dry bulk, gas, and tanker segments from its Singapore headquarters.

ABOUT RECLAIM SECURITY

Reclaim Security is a preemptive exposure management platform founded by former Microsoft Defender executives. Its patent-pending PIPE™ predicts business impact before changes ship, enabling safe automated remediation, recognized by Gartner in preemptive cybersecurity.

Ready to reclaim your security posture?

Get in touch →