

Tokio Marine HCC: Turning a “Company of Companies” into One Source of Truth



TOKIO MARINE
HCC

Tokio Marine HCC unified 16 autonomous business units under a single, trusted source of truth by automating daily, multi-source asset reconciliation with Axonius. What once required weekly manual updates now delivers real-time visibility that eliminated blind spots, accelerated security alignment, and transformed their CMDB into a self-healing system.

Industry

Specialty Insurance (global)

Structure

16 autonomous business units (“company of companies”) operating on a common network.

Primary Objective

A single, accurate system of record to power CMDB, security coverage, and software governance.

Axonius Products

Cyber Asset Management (CAM),
Enforcement Center (controlled operation)

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Carolyn Charney – IT Asset Management Lead at Tokio Marine HCC

How a Global Insurer Unified 16 Business Units Under a Single Source of Truth

When your company operates as a “company of companies,” asset visibility isn’t a nice-to-have, it’s survival. For Tokio Marine HCC, an international specialty insurer spanning 16 business units across multiple continents, the challenge was clear: unify data, eliminate blind spots, and bring order to a sprawling asset ecosystem that was as diverse as it was distributed.

“You can’t secure assets if you don’t know you have them,” said Carolyn Charney, IT Asset Management Lead at Tokio Marine HCC. “That’s always been my guiding principle - and why visibility has to come first.”

The Challenge: One Company, Many Versions of the Truth

Each Tokio Marine HCC business unit operated with its own flavor of tools and tracking systems, multiple SCCM instances, overlapping vCenters, fragmented SolarWinds deployments, and a patchwork of spreadsheets and homegrown databases.

“Some of the business units were married to their own inventory apps,” Carolyn recalled. “We had to slowly win them over by showing the consistency and reliability of what we could pull into the CMDB.”

The CMDB within ServiceNow was established as the organization’s official source of truth, but the data feeding it was inconsistent. Weekly manual updates meant that the moment a report was generated, it was already stale. Consolidating data from four SCCMs, several vCenters, and multiple security tools was consuming entire days of work.

“Every Monday, my whole day was dedicated to updating the server data,” said Carolyn. “If I took a vacation, it meant two weeks of backlog. And that was before we got big in the cloud.”

The Turning Point: From Fragmented Discovery to Automated Reconciliation

The introduction of Axonius marked a turning point in Tokio Marine HCC’s asset management journey. Originally brought in by the security team to consolidate visibility across Qualys, CrowdStrike, and Zscaler, it quickly proved to be the connective tissue between ITAM, ITSM, and Security.

“Security brought Axonius in to see where they had coverage, which tools were on which systems,” Carolyn explained. “But once I saw what it was pulling in, I realized we could use it to enrich our CMDB. I kind of co-opted it for my own purpose.”

By integrating data from each business unit’s local tools, from SCCM to SolarWinds to vCenter, Axonius unified disparate signals into a single, normalized data model. Each system became part of a structured automation workflow that ran daily, replacing a weekly, error-prone process with real-time confidence.

Building the Asset Intelligence Fabric

Today, Tokio Marine HCC uses multiple automated update enforcements, all controlled through the Axonius Enforcement Center. These routines reconcile CMDB records, update configuration items, and retire assets across four major categories: cloud, physical, VM, and mobile.

“The Enforcement Center is our safety net,” Carolyn noted. “The visibility it provides for CMDB updates means nothing gets missed.”

Over time, these automated reconciliations have transformed Tokio Marine HCC’s CMDB into what Carolyn calls a “**self-healing environment**” - one that continuously corrects discrepancies, revalidates stale data, and closes the loop between IT, Security, and Operations. Each new data feed strengthens the accuracy of the whole system.

This data is enriched and validated across 16 business units and thousands of endpoints, each reconciled against the master CMDB. Axonius pulls and deduplicates signals from every feed, ensuring every record aligns to the same object, owner, and lifecycle status.

“If something drops off or stops reporting, Axonius flags it before it becomes a blind spot,” Carolyn explained. “That’s what a self-healing CMDB does, it doesn’t wait for someone to notice a problem.”

Vulnerability Management and Security Alignment

As Tokio Marine HCC’s security posture matured, asset visibility became the foundation of its vulnerability and exposure management process. Axonius now connects to vulnerability tools like Qualys and endpoint protection systems like CrowdStrike to correlate coverage and reveal blind spots.

“Before, the security team had to export spreadsheets from each tool and manually match them,” Carolyn said. “Now they can instantly see what has CrowdStrike but not Qualys, or what’s missing from Zscaler.”

The integration between IT and Security has created a shared language around risk. When an asset appears in multiple feeds but not in the CMDB, it’s flagged as an unmanaged device, prompting Carolyn’s team to validate ownership and decide if it should be tracked.

This visibility also accelerated vulnerability remediation: Axonius allows the ITAM and security teams to assign vulnerabilities to the correct owner faster, bridging the communication gap that often slows down enterprise patching.

“Location and user information verified by multiple tools has eliminated the ‘that’s not ours’ response,” Carolyn said. “Now, everyone knows exactly who owns what.”

Dashboards That Drive Accountability

Axonius dashboards have become operational tools for both IT and business leadership. Daily reconciliation reports and debt scorecards provide a single view of asset currency, OS lifecycle risk, and ownership accountability across all 16 units.

Key dashboards include:

- **ITAM OS and Application Debt Scorecards** – tracking outdated operating systems and applications by business units and senior IT owners.
- **Update Tracking Dashboards** – monitoring patch compliance and update status across device types.
- **ITAM Admin Dashboards** – offering daily reconciliation summaries and enforcement logs.

“Our leadership can log in, drill down, and see exactly where things stand,” Carolyn said. “No more spreadsheets being tossed back and forth.”

Results & Impact: From Data Lag to Daily Assurance

Eliminating Data Staleness

Before Axonius, the CMDB was updated once a week, often leaving data a week out of sync. Today, updates occur daily across all CI classes and asset types, ensuring near-real-time visibility.

“We can now update server, client, and network gear data every day,” said Carolyn. “The best source used to be Tuesday morning. Now it’s every morning.”

Accelerating Response and Remediation

By consolidating multiple data sources, Tokio Marine HCC reduced the time to identify gaps and assign vulnerabilities from days to hours. Security teams now see discrepancies between coverage tools instantly, driving faster remediation cycles.

“There’s no silver bullet for asset management, but, *Axonius sets a gold standard* for data consolidation, visibility, and ease of use.”

Carolyn Charney – IT Asset Management Lead at Tokio Marine HCC

Building Trust Across Business Units

Axonius gave the IT and Security teams a shared, validated data foundation. This trust is reflected in accountability: when a device shows up in five tools, it's indisputable proof of ownership.

"I've eliminated the phrase, 'that's not mine,'" Carolyn said. "When you can show that five tools see it, the conversation changes."

Reducing Tool Overlap

With Axonius serving as the correlation layer, Tokio Marine HCC began rationalizing redundant discovery tools across business units, a measurable cost reduction while maintaining global coverage.

Improving Audit Readiness

Daily reconciliations and consistent data normalization have elevated Tokio Marine HCC's audit posture. Instead of waiting for quarterly CMDB cleanups, Carolyn's team can generate current, validated inventories on demand.

"There's no silver bullet," she said, "but Axonius sets a gold standard for asset data consolidation and ease of use."

Looking Ahead: Extending Visibility into Software Asset Management

With hardware and infrastructure assets under control, Tokio Marine HCC is now expanding its Software Asset Management (SAM) program, leveraging Flexera, and once again, Axonius is playing a pivotal role.

"We're looking at how Axonius can enrich our Flexera reports, and vice versa," Carolyn shared. "We're already seeing how the consolidated data helps us track license compliance and reduce redundancy."

The next chapter is about harnessing Axonius' data correlation power to support software license optimization, EOS/EOL tracking, and broader compliance automation, closing the loop from hardware to software, asset to entitlement, and visibility to governance.

Conclusion: Visibility That Scales with Complexity

For Tokio Marine HCC, visibility isn't static, it's a living system. What began as an effort to centralize IT asset management evolved into a model for data-driven accountability across IT, security, and operations.

"The biggest change isn't just the automation," Carolyn concluded. "It's the confidence. I don't wonder what's in the environment anymore, I know."

Axonius gave Tokio Marine HCC the foundation to unify fragmented data, automate reconciliation, and empower every business unit with a single, trusted view of truth, proving that in the modern enterprise, visibility is the first step toward governance that works.

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Discover what's achievable with a product demo, or talk to an Axonius representative.



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