PROFICIO

Healthcare Payer Steps Up Security

For a popular East Coast based healthcare payer, business is about more than just insurance. They provide comprehensive healthcare plans for their members and offer many initiatives including wellness plans for the community, the disadvantaged, and people dealing with chronic conditions.

Over a million customers rely on this healthcare payer to keep their sensitive information protected. While the organization has an in-house security team and used a SIEM to analyze security events, they realized they needed 24x7 security event monitoring to ensure they had the most robust security operations to keep their customers' confidential records safe.

The Challenge of Time, Money and Staffing

"Our goal was to get around-the-clock coverage of our key security controls without hiring a massive number of staff and staffing a SOC on a 24x7 basis," said their Director of Security Assurance.

The amount of time and money it takes to build a Security Operations Center (SOC) is substantial. Based on a preliminary analysis, to hire three more people would have cost over $400,000 in salary and benefits. This meant they had to look for alternative options to get 24x7 security event monitoring for their organization. The decision was made to outsource the function and evaluate Managed Security Service Providers (MSSPs).

Searching For a Partner, Not a Vendor

The organization wanted to find a strong MSSP to meet their security needs. The ideal partner would not just be an IT service provider with some security offerings, but a company that focuses on security, understands controls, correlation and alerts, and can take care of all of their needs. It was also important for them to find a company that could authentically understand their systems and be able to work with their existing SIEM.

> "We carefully evaluated multiple MSSPs and Proficio was clearly the best fit for our organization."

Their Director of Security Assurance further explained that "Proficio's ProSOC service provided us with the comprehensive solution we needed and the Proficio team understood our day-to-day challenges, giving us a level of comfort that we didn't really get from other MSSPs."

CASE STUDY

INDUSTRY

Healthcare Payer

CHALLENGES

How to extend the organzation's existing security with 24x7 security monitoring without the additional cost and challenge of building an in-house Security Operations Center (SOC)

SOLUTION

Proficio's ProSOC cloud-based security event monitoring service providing 24x7 threat detection and alerting services

RESULTS

- Adding Proficio's ProSOC service in conjunction with the organization's existing security team and SIEM has increased visibility to security threats and reduced the risk of a data breach
- Using Proficio is highly cost effective compared to building an in-house team for 24x7 security monitoring
- Working with Proficio is easy and effective – their team provides accurate alerts, understands their customers' environment and is very responsive

For a free demo of ProSOC, please call 800.779.5042 or email info@proficio.com

The deployment process went smoothly and was uncomplicated. The organization sent log data from their key security devices, including firewalls, intrusion prevention systems, antivirus, and network access control systems to Proficio's cloud-based ProSOC platform. The Proficio team created customized rules and content to fit the needs of the organization and when questions did arise, Proficio's experts were there to help.

"They've been great," said their Director of Security Assurance. "The Proficio team puts us at ease and when we have questions about alerts, we always get very good explanations."

Two Security Perspectives are Stronger than One

Instead of having only their existing SIEM identify threats, the organization now has the ProSOC team of experts watching 24x7. Their Director of Security Assurance recalls a time where this greatly helped:

"Proficio alerted us to a number of known Chinese groups that were scanning all our websites and trying to run vulnerabilities against some of our web properties. Proficio caught that and alerted us to it – our systems hadn't caught it... We got a quick response through email and it put us in a better place. We would not have seen that, nor would we have taken action, if we hadn't had Proficio."

For the healthcare payer, knowing their security is being monitored 24x7 is critical. Proficio's ProSOC addresses one of the key security challenges that used to keep their head of security up at night.

> "Now when I come in on Mondays, I'm not coming in to a nightmare that popped up the Friday night before."

He further added, "Proficio knows their customers and pays attention to their workflow and what they're trying to do. We give you good data and information on what we're looking for, what we want to be alerted on, and (that's what) we get back. You guys do what you advertise."

24x7 Managed Security Services

Proficio has Security Operations Centers in Southern California and Singapore. Its ProSOC service provides the organization with the following capabilities:

- Access to a fully managed cloud-based ArcSight SIEM
- 24×7 security event monitoring, analysis and alerting
- SOC Analysts investigations and hunting
- Advanced SIEM use cases and correlation rules to detect attacks and suspicious behavior
- Actionable alerts to enable fast and effective response to high priority events
- Integrated threat intelligence that identifies the source and destination of traffic traversing the network associated with hackers and known malware sites
- Visibility to event logs with an easy-to-use web portal, powerful reporting, dashboards, and drill down analytics
- Cloud-based log retention

About Proficio

Proficio is an award-winning cloud-based managed security service provider. We combine state-of-the-art analytics with around-the-clock monitoring to provide advanced threat detection and breach prevention solutions to enterprises, healthcare providers, and government. Proficio's ProSOC monitors and analyzes organizations' security events to provide actionable threat notifications and responsive breach prevention actions. ProSOC enables organizations to address critical security and compliance needs, prevent data breaches, and reduce operations costs. For more information, visit *www.proficio.com*.

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