



CUSTOMER STORY

Healthcare Technology Innovator Augments Response Capabilities FireEye Expertise On Demand Backstops Security Team

FACTS AT A GLANCE

INDUSTRY



Healthcare

SOLUTIONS

- FireEye Expertise On Demand

BENEFITS

- FireEye frontline experts are immediately accessible to respond to attacks
- Scalable FireEye resource pool able to dynamically accommodate threat-related needs
- Combination of FireEye expertise and threat intelligence address any potential in-house skills gaps

CUSTOMER PROFILE

Founded nearly 50 years ago, this organization has a goal to advance the American healthcare system by reducing costs and improving patient outcomes through innovative cost-containment strategies. The company's technology, analytics and engagement solutions ensure timely and accurate claims processing and proactive health management. This company supports tens of thousands of healthcare professionals throughout the United States and is HITRUST certified.



While digitizing medical records has undeniably brought many improvements to healthcare service delivery, the shift also has exposed the industry—and the enormous amount of protected health information (PHI) it stewards—to a dramatically elevated level of cyber attack. PHI consists of everything from medical history to billing information, Social Security numbers, full-face photos and even biometric data such as fingerprint and voice records. Once electronically stored and made accessible via the Internet, if not properly secured, PHI can be vulnerable and exploited for fraud, identity theft and data laundering.

Prevention of Medical Data Abuse

This company's goal is to protect consumers by preventing misuse of medical information while simultaneously promoting the responsible analysis of this data to improve outcomes. To stop fraud, waste and abuse in the industry, the organization processes, analyzes and cross-references an incredible amount of healthcare, eligibility and claims data. For example, overseeing coordination of Medicaid benefits in almost every state requires the company to collect eligibility information from every payer in each one of these states. This astounding amount of data is associated with just one of the organization's numerous functions.

The chief security officer (CSO) emphasized, "One of the greatest concerns within our company is a breach. People trust us with their information because it's clear we use it for good. Our efforts put money back into systems for public benefit, like Medicaid and Medicare. Protecting the data we're trusted with is absolutely critical."

“It brings a whole new level of comfort and security across our organization to have cyber security expertise from FireEye instantly available at the press of a button. Knowing somebody has our back if a situation arises has inspired a feeling of confidence amongst our executive team that you just can’t replace.”

— Chief Security Officer, healthcare technology innovator

Securing the company’s infrastructure from cyber attack presented a host of challenges for the CSO, but among the most significant was recruiting the right caliber of talent to manage incident response; something almost every organization struggles with today. “We looked for a qualified candidate for over a year. I urgently need a person with this skill set on my team and ready to go whenever we may need them,” he stressed.

With 25 years of experience in cyber security, the CSO decided to leverage his extensive knowledge of the players and innovators in the industry to identify the best company to address this expertise shortage.

An Ideal Match

“We use a wide number of security tools and work with a lot of different vendors. To improve our incident response abilities, I wanted a neutral company in our environment; a partner that wasn’t overeager to try to increasingly insert itself into our security stack,” explained the security executive. “Having defined our requirements, the capabilities offered through FireEye Expertise On Demand were an ideal match.”

FireEye Expertise On Demand enables organizations to complement their security operations, accelerate investigations and expedite remediation efforts with readily accessible assistance from frontline experts using unrivaled threat intelligence. The scalable capability is available through FireEye Helix and as a standalone purchase, enabling organizations of all needs and budgets to tailor the optimal breadth of cyber security expertise from FireEye to their specific environment.

“With FireEye Expertise On Demand, as soon as I need assistance from the service’s experts, I can pick up the phone and immediately be connected to the right person. Having access to this level of talent, technology and responsiveness made the decision to go with FireEye a no-brainer,” enthused the CSO.

Confidence and Comfort on Demand

Three months after implementing FireEye Expertise On Demand, the service was put to the test when the organization experienced the first attack to ever compromise a layer of its defenses. The company’s security team remediated the issue and then contacted FireEye Expertise On Demand to verify its infrastructure was fully restored and stable. The CSO recounted, “The support from FireEye Expertise On Demand was great. The report on our environment was very professionally done and enabled us to quickly validate the effectiveness of our response.”

Even early in the relationship, the security executive and his team took confidence in having on-demand access to elite incident responders in the event of a breach. “It brings a whole new level of comfort and security across our organization to have cyber security expertise from FireEye instantly available at the press of a button. Knowing somebody has our back if a situation arises has inspired a feeling of confidence amongst our executive team that you just can’t replace,” he shared. “FireEye’s reputation speaks for itself.”

“The ability to quickly and efficiently resolve sensitive issues using the access we have to FireEye Mandiant expertise tangibly contributes to the effectiveness of our security posture,” reported the CSO.

Commenting on the future, he concluded, “The threat of cyber attack is never going away; the importance of cyber security is only going to continue to rise exponentially as we move forward. Based on the positive experiences with FireEye Expertise On Demand, I’m enthusiastic to explore more of the services and solutions from FireEye.”

To learn more about FireEye, visit: www.FireEye.com

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About FireEye, Inc.

FireEye is the intelligence-led security company. Working as a seamless, scalable extension of customer security operations, FireEye offers a single platform that blends innovative security technologies, nation-state grade threat intelligence, and world-renowned Mandiant® consulting. With this approach, FireEye eliminates the complexity and burden of cyber security for organizations struggling to prepare for, prevent and respond to cyber attacks.

