Fortified HEALTH SECURITY

FORT HEALTHCARE

VISP and VTM Program Services

The Need

As a community-based hospital, Fort HealthCare was in search of a security partner that would assist in the development and execution of a comprehensive cybersecurity program within a reasonable budget. Specifically, Fort HealthCare was in search of a company that would assist in building out the fundamentals of a solid security program that would guide the tactical actions the organization would need with respect to patch management. Given Fort HealthCare's resource limitations, it was also important that any security program that was created would guide their team directly to areas that would have the biggest impact on their security posture.

Jamie Smith, manager-Technology Systems, heads a small yet versatile team of IT professionals for Fort HealthCare that often gets pulled in many directions. To optimize the team's time and efficiency, the organization needed meaningful security information that is easily accessible and prioritized with actionable next steps.

This need was fully evident on the weekend of May 12, 2017 when "WannaCry" – the largest ransomware cyberattack in history – began infecting numerous corporations, governments and healthcare providers.

In fact, during the crisis, the United Kingdom's National Health Service was forced to temporarily cease operations and divert patients at some locations. However, through the efforts of Jamie and his team, along with Fortified's support, Fort was prepared.

The Solution

For close to two years, Fort's IT department had been leveraging Fortified's Vulnerability Threat Management (VTM) solution to get regular monitoring and remediation insights. The VTM managed service was one component of the comprehensive Virtual Information Security Program (VISP) Fortified developed in partnership with Fort, which gave the organization's leaders confidence to know they are being watched over and informed by a team of cybersecurity experts.

The Organization

Fort HealthCare is an integrated hospital and health system that attracts patients throughout southeastern Wisconsin. Fort Memorial Hospital is a modern, fully-accredited, acute care facility with 82 licensed beds. Primary and specialty care physicians from UW Health, Dean Medical Center and other organizations also trust Fort Memorial Hospital to deliver the highest quality medical care to their patients. The Fort Medical Group subsidiary is a multi-specialty group practice with satellite clinics offering primary and specialty care that currently employs more than 70 physicians and nurse practitioners and other healthcare providers.

Size
82 Beds

Location
Wisconsin

Website
www.forthealthcare.com

Client since 2015

Employed Fortified services
Virtual Information Security Program (VISP)
Vulnerability Threat Management (VTM)
Security Risk Assessment

Fort HealthCare
For Health

In the instance of WannaCry, Fortified's routine monthly scan of Fort's network along with the detailed analysis and risk stratification completed by a Fortified security analyst identified the need for Fort to install the Microsoft patch months prior to the ransomware attack.

Fortified prioritized this patch, and the team members worked to gather important documentation needed for a successful patch implementation. The VTM service employed a standard, continuously improving process, which included the following:

1. Ordering a pre-configured appliance and shipping directly to Fort
2. Providing detailed guidance on appliance installation and final configuration
3. Monthly scans to determine vulnerabilities and develop trends
4. Dedicated analyst reviews and prioritizes patches to maximize Fort's efforts
5. Monthly technical calls to review trends, priorities and develop an action plan

Fortified's VTM solution and expert services team helps the organization effectively monitor and facilitate the remediation of some of today's top cyber threats and exploits.

The Outcome

Fort's vulnerability threat management service began in conjunction with an information security risk assessment and an external network penetration test. Within the first month's vulnerability scan, Fort identified vulnerabilities that were previously unknown. The Fort team immediately formulated a plan for remediation on most exploitable vulnerabilities.

Although vulnerabilities fluctuate from month-to-month based on the timing of patches, Fort experienced a greater than 50 percent reduction in critical and high vulnerabilities within six months of engaging Fortified.

Fortifed's customized vulnerability scan dashboard contains graphs and trending charts, which gave Fort the ability to measure vulnerabilities over time. In most cases, the graphs and reports showed a drastic downward trend in the amount of critical and high information asset vulnerabilities.

In the wake of WannaCry, while many healthcare providers worked 24- hour shifts trying to resolve vulnerabilities, Fort saw no major incidents and patient care was not impacted.

About Fortified Health Security

Fortified Health Security is healthcare's recognized leader in cybersecurity – protecting patient data and reducing risk throughout the Fortified healthcare ecosystem. As a managed security service provider, Fortified works alongside healthcare organizations to build tailored programs designed to leverage their prior security investments and current processes while implementing new solutions that reduce risk and increase their security posture over time. Fortified's high-touch engagements and customized recommendations provide ROI and result in actionable information to reduce the risk of cyber events. The company is 100% committed to creating a stronger healthcare landscape that benefits more clients, protects more patient data, and reduces more risk.

> ***Fortified gives us confidence to know we adhere to the latest cybersecurity best practices. Their proactive insights offer knowledge and resources we may not have on our own, while also keeping us focused on the most pressing needs. They're on top of their game.***
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> **Jamie Smith | Manager - Technology Systems**
> **Fort HealthCare**