

CUSTOMER SUCCESS STORY

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# Industry-leading Patient Health Management Company



# Company Overview

This industry-leading patient health management company relies on data, integrated advanced technology, clinical expertise, and complex care management to improve the lives of people living with lifelong illness. The company also provides services to both healthcare payers and providers.

The company's platform, corporate network domain, and workstations are subject to HITRUST compliance requirements. In the midst of rapid growth, the company must protect its data and ensure consistent operations while keeping an eye on budget constraints.

## Cybersecurity Team and Environment

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### Cybersecurity Challenges

The company's foremost challenge was remaining compliant and while maintaining a robust security posture and addressing both short- and medium-term growth.

“One of my top concerns was the getting on maturity model where it needed to be to keep up with our rapid growth. GuidePoint Security has been an excellent partner in that capacity,” said the company's Chief Information Security Officer (CISO). “We went through a series of meetings to figure out where we had opportunities to improve quickly.”

In regard to longer term needs, the CISO knew that the company needed additional investment and additional hiring within the InfoSec team. “GuidePoint helped us carve out those things, show us the things we could get done between now and three to six months in the future and beyond.”

“The security assessment we did with GuidePoint was absolutely critical,” he said. “With the rapid growth we had, we really needed to quickly get a handle on what needed maturity sooner, and what things could wait till a bit later.”

There were also budgetary considerations. “We don't have a money tree planted out back, so we had to make sure that it made sense within the budget. GuidePoint Security was an excellent partner in that regard. They came in and said, let's just have a chat about where you need to be. What do you currently have in place? And what do those gaps look like?”



## Examples of GuidePoint Services the Company has **Relied Upon**

During the security assessment, projects were prioritized in 30, 60, and 90 day periods, as well as what needed to be addressed immediately. “Some of the things we called out was a need to do some things in the space of privileged access management, as well as some other projects with access control, and penetration testing,” said the CISO.

“Some of those are now in place as a yearly audit activity. Some were project based, like the PAM solution that we’re currently in the middle of right now. And some were just getting the maturity model, or establishing a roadmap that I could then bring to the board to give them a sense from a business perspective what the security spend looks like, why it makes sense, and why it’s important. That was critical in the beginning.”

“GuidePoint has been absolutely critical with helping us describe risk to the board,” he said. “They have a lot of talented folks on the GuidePoint Security team that understand how to take information security risk, or IT risk, and put it in business terms that the board can understand. They’re very well versed in the business space. So the board wants to understand whether it’s moving the needle on the performance of the company or the protection of the company. GuidePoint really helped me take all the risk items, take them out of “techie speak”, and put it in business terms: we have this spend, and you’re going to get this ROI. GuidePoint has been critical in making sure that stood up.”

“I’m active in the community of IT professionals and CISOs. I’ve already had lots of conversations with different folks. I tell them you really need to take a look at GuidePoint Security. I would absolutely recommend GuidePoint to any colleagues or any friends that need any of the valuable services GuidePoint provides.”

### About Us

GuidePoint Security provides trusted cybersecurity expertise, solutions, and services to help organizations make better decisions that minimize risk. GuidePoint’s unmatched expertise has enabled a third of Fortune 500 companies and more than half of the U.S. government cabinet level agencies to improve their security posture.