



CASE STUDY

SecurityScorecard Helps Major Healthcare Provider Reduce Risk, Improve Compliance and Protect Patients

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THE CHALLENGE

GENERAL INFO

COMPANY

Major healthcare provider

INDUSTRY

Healthcare

EMPLOYEES

4,000+

PRODUCTS USED

Ratings

USE CASES

Enterprise Cyber Risk Management

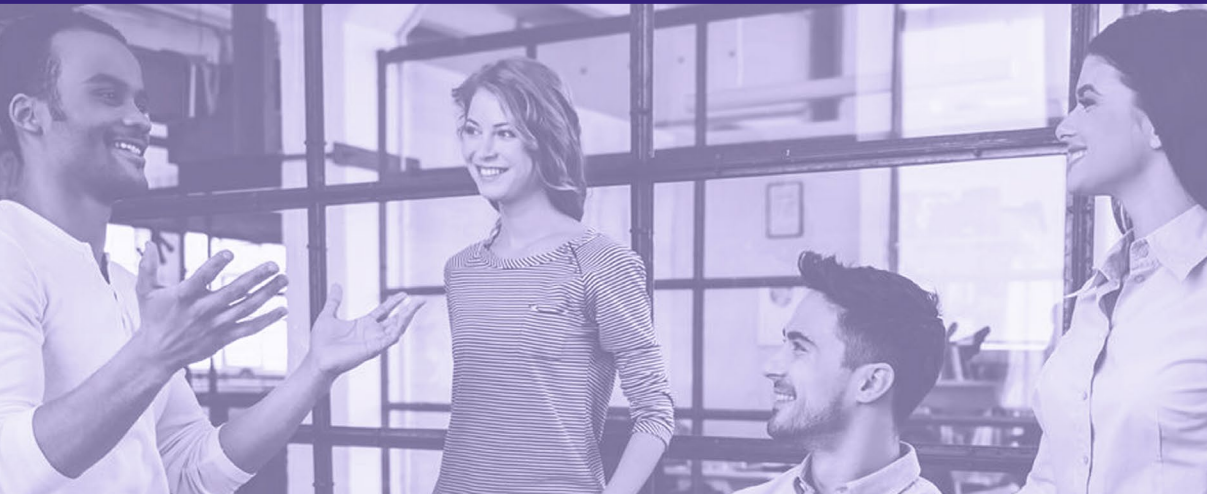
Third-Party Risk Management

Executive-Level Reporting Compliance

WHY

SECURITYSCORECARD

Enables due diligence by evaluating the risk posed by potential and current vendors, protecting patient data.



This major healthcare provider has nearly two dozen hospitals and clinics spread throughout the upper mid-west, all dedicated to creating the country's healthiest community. To do so, the health system relies on cutting-edge technology, supplied by third-party vendors, from around the world.

Previously, the health system would identify a new technology solution, have legal iron out all the details, and only then conduct a security review right before the contract was finalized. However, by saving the technical security evaluation until the end of the process, the health system found itself wasting too much time evaluating and approving an application that couldn't ultimately meet its security requirements.

THE SOLUTION

HIGHLIGHTS

The healthcare provider uses SecurityScorecard to evaluate the cybersecurity ratings of prospective and current vendors to better protect patients and the organization.

- The healthcare provider uses SecurityScorecard to evaluate prospective vendors at the outset of the evaluation process in order to identify vulnerabilities that are either deal-killers or that need to be addressed.
- Their legal team is able to use this insight to negotiate vulnerability fixes as a part of the contract before it gets signed, ensuring the vendor will meet the health system's security standards.
- The healthcare provider uses SecurityScorecard to periodically reevaluate these vendors to ensure vulnerabilities have been addressed and that no new business-critical vulnerabilities are discovered.

Creates easy-to-understand scores backed by in-depth vulnerability details to enable remediation

Allows due diligence of potential vendors to ensure security is part of the contract

Enables vendors to improve their security in a proactive, constructive way

“SecurityScorecard gives me the range of flexibility where I can share reports with leadership that are easily digestible, and then share those same reports with my technical counterparts on the vendor side to provide specific issues to address.”

- Risk Compliance Specialist, Major Healthcare Provider

THE RESULTS

Thanks to SecurityScorecard, the healthcare provider is able to engage in cybersecurity at a far more constructive level.

SecurityScorecard has allowed us to change the conversation,” their risk compliance specialist said.

- **The healthcare provider uses SecurityScorecard's A-F security ratings to identify vendors with security issue findings.**

Their risk compliance specialist is able to share in-depth findings with vendors about specific security risks so they can quickly identify and resolve issues. “I shared the report with one vendor, and their CEO called me back that afternoon. He said, ‘This is fantastic. Other companies have us fill out questionnaires and we never hear from them again. When I see a report coming from a customer that says my team isn’t doing its job, I can do something about that,’” the risk compliance specialist shared. As a result of the report, the vendor was able to raise its score from a D to a B, improving the healthcare provider’s security posture while improving the vendor relationship.

- **The risk compliance specialist is currently using SecurityScorecard to go through the health system’s massive backlog of legacy software applications in order to ensure they meet the organization’s high standards.** *“That’s where we’re finding the biggest value,” he said.*

- **The risk compliance specialist creates reports and dashboards for his board of directors so they can understand security trends at a glance.** *“My leadership is able to see a letter grade at a glance, and then drill down into the technical information behind that score,” he said. “Board members are starting to say, ‘What does SecurityScorecard say about this vendor? Should we engage with them?’ That’s validation to me that the tool is working.”*
- **Not only does having SecurityScorecard help the healthcare provider lower their cybersecurity insurance premiums, but it helped the health system protect itself legally during a recent breach:** *the risk compliance specialist shared the SecurityScorecard report with a non-compliant vendor, who neglected to act on the information. Months later, when the vendor was compromised, he was able to prove that he shared the report and that the vendor was aware of the issue, putting the responsibility of the breach squarely on the vendor’s shoulders.*

ABOUT SECURITYSCORECARD

Funded by world-class investors including Silver Lake Partners, Sequoia Capital, GV, Riverwood Capital, and others, SecurityScorecard is the global leader in cybersecurity ratings with more than 12 million companies continuously rated. Founded in 2013 by security and risk experts Dr. Aleksandr Yampolskiy and Sam Kassoumeh, SecurityScorecard's patented rating technology is used by over 25,000 organizations for enterprise risk management, third-party risk management, board reporting, due diligence, and cyber insurance underwriting. SecurityScorecard continues to make the world a safer place by transforming the way companies understand, improve and communicate cybersecurity risk to their boards, employees and vendors. Every organization has the universal right to their trusted and transparent Instant SecurityScorecard rating.



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