CASE STUDY (Digital Guardian)

Simplify Sensitive Data Protection With Fully Managed DLP and EDR

About The Customer

A leader in the health care analytics market handled sensitive data on patients and employees, as well as critical intellectual property of its own. When several key partners – including a major insurer – saw a rise in cyber-attacks seeking protected health information (PHI) they recommended that the Company implement Data Loss Prevention (DLP) and Endpoint Detection & Response (EDR) solutions on an aggressive timeline.

The Business Challenge

Health care analytics organizations collect data from providers, insurers, pharmaceutical companies, and patients to discover methods for improving patient outcomes while also improving operational efficiencies. The data exists in multiple formats and is highly sensitive, including specific diagnoses for patients, insurance claim information, and confidential clinical trial data. Some data types are subject to regulatory standards only when paired with other data (e.g., diagnoses paired with patient identifiers).

Several of the company's largest partners requested the deployment of both DLP and EDR within an 18-month window to ensure sensitive data was used properly internally and to prevent data theft. The Company had a small security team, but recognized it was not prepared to manage both DLP and EDR with its existing resources. In their words, "getting budget for security solutions was simple compared to getting budget for additional personnel." In short, they needed a partner that could act as their security experts and provide oversight and guidance for protecting their data.

INDUSTRY

- Healthcare

ENVIRONMENT

- Managed healthcare provider
- Geographically distributed workforce
- 1,000 users accessing PHI and PII
- Windows, Linux, and Mac machines

CHALLENGE

- Scarce security resources
- Multiple data formats; protection requirements
- Regulatory and stakeholder requirements
- Simultaneous EDR and DLP deployments

RESULTS

- Satisfied partner requirement for DLP and EDR
- Policies and alerts managed by experienced security professionals
- Visibility to all uses of sensitive data
- Prioritized protection via automated data classification

Critical Success Factors

- Satisfy partner's recommendation for DLP and EDR
- Minimal impact on internal security resources
- Visibility to all data use throughout the environment and through egress points
- A partner with demonstrated experience managing sensitive information for customers

The Solution

The Company knew Fortra™'s Digital Guardian®'s reputation through its existing business partners and conducted an extensive proof of concept with Digital Guardian and another vendor. The process demonstrated Digital Guardian's expertise in designing policies to meet the Company's requirements, its ability to provide visibility to data throughout the environment and provide alerts and remediation guidance when required. Digital Guardian's ability to deliver DLP and EDR with a single agent simplified deployment and overhead on the endpoints while accelerating compliance efforts.

When alerts occurred, Digital Guardian's Managed Security Program (MSP) team was able to quickly identify any changes on endpoints, including whether any new processes were launched and if any additional endpoints were affected. Before Digital Guardian, the Company was "blind to these events."

The granularity of policies available in Digital Guardian also impressed the Company. Previously they prohibited the use of cloud storage services like DropBox out of concern that sensitive data could be exfiltrated. This forced employees to request one-off exceptions from security repeatedly when they needed to send large file. This often caused users to view security as a blocker in the business and created unnecessary friction between security and the business units. With Digital Guardian, the Company could allow departments or individuals with access to these services, while still protecting uploads that included PHI or other sensitive data.

Data Types We Protect

HOSPITALS

- Personal health information (PHI)
- Patient Financial Information Including Payment Card Industry (PCI) Data

HEALTHCARE IT

- Protected Health Information (PHI)
- Personally Identifiable Information (PII)

HEALTHCARE ANALYTICS

- Claims & Cost Data
- Unstructured Data Such as R&D, Clinical Data, Patient Behavior & Sentiment Data

BENEFITS MANAGEMENT & INSURANCE

- Personal Health Information (PHI)
- Claims Data
- Patient Care Data

The Results

Digital Guardian's visibility to all sensitive data and control over its use allowed the company to achieve compliance with its partner's request ahead of schedule. The Digital Guardian MSP team's ability to create policies that protected data while supporting the Company's business goals provided that compliance with minimal staffing impact.

In the words of the Company's Director of Information Security, implementing Digital Guardian allowed the Company's security team to become a partner of the business side of the organization instead of being "a destination of 'no'".

About Digital Guardian

INSTALLED BASED

- Over 600 customers from across the globe
- Industries served: Business services, education, energy, financial services, government, healthcare, manufacturing, retail, technology
- Used by 7 of the top 10 patent holders

DISCOVERY AND CLASSIFICATION

- Endpoint, network, cloud and local data storage
- Content, context, and user classification
- Fully automated to fully manual classification
- Over 300 data types, over 90 languages

EDUCATE AND ENFORCE

- Monitor, log, prompt, justification request, auto-encrypt, quarantine, move, block

ACTIONABLE ANALYTICS

- System, user, and data level event visibility
- Analytics that filter out the noise
- Drag and drop incident management
- Right click remediation in real time

OPERATION SYSTEM SUPPORT

- Full visibility, analytics and controls across Windows, Linux, and Mac operating systems

DEPLOYMENT

- SaaS
- Managed Security Program

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About Fortra

Fortra is a cybersecurity company like no other. We're creating a simpler, stronger future for our customers. Our trusted experts and portfolio of integrated, scalable solutions bring balance and control to organizations around the world. We're the positive changemakers and your relentless ally to provide peace of mind through every step of your cybersecurity journey. Learn more at fortra.com.