

Virtual Chief Information Security Officer: HEALTHCARE SECTOR

CLIENT CHALLENGE

A national healthcare sector corporation experienced a malware attack that crippled its ability to provide critical business services to its clients. Due to the nature of the attack, executives needed to spend considerable time answering regulator questions and offering assurances to customers regarding their response to the incident. The organization determined that they needed a virtual Chief Information Security Officer (vCISO) to help identify and manage risk and interface with customers and regulators to provide updates on the corporate response. They chose the experts at The Crypsis Group.

CRYPSIS SOLUTION

Managing highly visible malware incidents can challenge any organization. Many healthcare organizations lack highly expert and senior-level cybersecurity staff, making the task even more considerable. In the wake of their malware incident, this major healthcare sector organization turned to Crypsis to serve as a vCISO to identify and manage risk as well as provide extensive communication assistance to customers, attorneys, and regulators, giving status updates on remediation measures being implemented to mitigate risk. The vCISO fully integrated with the company's internal cybersecurity organization, performing the role of the Chief Information Security Officer, and was responsible for collaborating with internal business groups to develop a robust information security program. Notably, the

AT A GLANCE

A major healthcare sector organization struggled to manage in the wake of a malware attack — they needed a knowledgeable expert to help communicate to customers, regulators, and their executive stakeholders, in addition to improving their future cyber posture. The Crypsis vCISO was on the scene to assist.

vCISO authored a multi-year cybersecurity roadmap of tactical initiatives and built short- and long-term budgets to support these initiatives. During the engagement, the vCISO became a trusted advisor to the corporate executives and, ultimately, the Board of Directors, providing a highly effective communications function internally, externally, and up the chain of command.

RESULTS

With a Crypsis' vCISO onboard, the corporate executives were able to focus on restoring normal business operations while entrusting the vCISO with critical communications functions for customers, attorneys, regulators, and internal executive stakeholders. The Crypsis vCISO helped the organization develop a more robust information security program, with the goal of improving their defenses in the future.