Customer Story | Healthcare

The Harris Center for Mental Health and IDD Rebuilds Security Operations After Ransomware Attack with Vectra MDR

The Harris Center for Mental Health and IDD delivers critical mental health, intellectual, and developmental disability services across their region. Like many healthcare organizations, they manage sensitive patient data while operating a hybrid environment that spans on-premises and cloud services. After experiencing a ransomware attack the organization recognized the need for comprehensive protection against threats moving through their network.

The HARRIS CENTER *for* Mental Health and IDD

Transforming Lives

Organization
The Harris Center for Mental Health and IDD

Industry
Healthcare

The Challenge
Harris Center identified early attack activity, but a missed human escalation exposed the need for continuous, specialized detection and response workflows to ensure threats are addressed without delay.

The Solution
By adopting Vectra AI's Managed Detection and Response (MDR), The Harris Center paired real-time detections with always-on expert escalation, ensuring critical threats are consistently investigated and acted upon.

Security Transformation
Platform value at a glance

After the ransomware attack exposed gaps in how threats were identified and escalated, Harris Center strengthened their defenses by adopting Vectra AI's Managed Detection and Response service. The data below illustrates how their operations evolved over the last year.

Past Year			
Before Vectra's AI Agents	**After Vectra's AI Agents + MDR**	**With Vectra AI MDR Analysis**	**Outcome**
11,715 detections observed	465 threats investigated by Vectra MDR	12 threats escalated by Vectra MDR	96% reduction in noise 97% reduction in threats needing escalation

The Challenge
Early detections that went unnoticed

For The Harris Center, what began with compromised Citrix access quickly escalated into a ransomware incident.

As the attack unfolded, the team was already using Vectra AI's Network Detection and Response (NDR) alongside an endpoint security solution. However, the endpoint tool generated excessive noise, overwhelming analysts and making it difficult to recognize early signs of the attack. Although Vectra AI detected initial indicators, those alerts were not escalated in time.

"A human analyst looked at the detections and added notes to the ticket but didn't realize they needed to escalate it," said Wes Farris, Director of Information Security and Enterprise Architecture.

Without escalation, the attack spread further, revealing a critical gap: the need for 24/7 specialized detection and response workflows, expertly paired with existing technologies.

The Solution

Finding the right partner during a crisis

At the time of the incident, The Harris Center had not yet signed on for Vectra AI's Managed Detection and Response (MDR) services. They engaged multiple existing partners as part of their incident response procedures, and Vectra's MDR team stepped in immediately. They asked the right questions, responded quickly, and provided actionable intelligence the team could rely on.

"Vectra AI's MDR team was the fastest to respond and most helpful. I now sleep better every night because of our contract with them," Farris shared.

Vectra AI's team provided deeper support, gathering forensic data, mapping the attack timeline, and producing a detailed incident report. Their findings gave THe Harris Center and their incident response partners a clear view of the breach and the steps needed to contain it.

The Harris Center immediately signed up for Vectra AI's MDR services after resolving the incident. The addition brought expert insight to their existing real-time, AI-driven detection, ensuring that alerts are acted on — not overlooked.

The Results

Recovery, resilience, and long-term operational improvements

With the Vectra AI Platform and MDR services in their arsenal, The Harris Center's security team now operates with greater visibility and expert support they trust. When suspicious activity arises, the MDR team delivers immediate, actionable analysis and clear guidance, enabling the team to respond quickly and decisively.

To ensure their defenses remain robust, The Harris Center works closely with the Vectra AI MDR team and leverages a continuous automated red teaming platform to test defenses. "We collaborate with Vectra AI to ensure their detection keeps pace with the attacks we simulate. I have full confidence in our partnership," Farris noted.

What began as a crisis became a catalyst for lasting change, equipping The Harris Center with the tools, strategy, and expertise to protect their organization and patients with renewed assurance.

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About Vectra AI

Vectra AI is the leader in AI-driven threat detection and response for hybrid and multi-cloud enterprises. The Vectra AI Platform delivers integrated signal across public cloud, SaaS, identity, and data center networks in a single platform. Powered by patented Attack Signal Intelligence, it empowers security teams to rapidly prioritize, investigate and respond to the most advanced cyber-attacks. With 35 patents in AI-driven threat detection and the most vendor references in MITRE D3FEND, organizations worldwide rely on the Vectra AI to move at the speed and scale of hybrid attack. For more information, visit www.vectra.ai.