



Streamlining the Cyber Security Infrastructure through Optimization

Introduction



A world-class, private multi-specialty hospital located in Gujarat in Western India provides complete healthcare solutions to the community. It uses the latest in medical technology and research, and attracts eminent specialists from around the world. With a wide range of medical services ranging from out-patient, emergency, trauma care, surgery etc. it focuses on providing the best medical care and catering to different strata of the society. Needless to say, the focal point of a hospital are its patients and pivots around their recovery and rehabilitation processes.

The Problem

Digitization of the entire operation right from inputting the details of a first time patient, to billing, to generating reports, to fixing future appointments, creating discharge summaries, procuring equipment, medicines etc. has made it an effortless process for the hospital administration to run smoothly. The downside of this digitalization is its vulnerability to cyber-attacks. It is noted that in hospitals, security of the network and infrastructure are often sidelined leading to disastrous consequences.

The aforementioned hospital had to learn it the hard way when due to a ransomware attack, the entire process came to a grinding halt for a whole week and disrupted services. As this was totally unexpected, they had no back up plan. They had to resort to the old methods of putting pen to paper which became a cumbersome task to say the least, leading to delays and confusion, and loss of reputation.

Meanwhile the CISO of the hospital contacted several vendors to help resolve the issues on a fast track basis. None of the many vendors they contacted were able to provide befitting solutions to the snag until they came in touch with Infopercept.

Infopercept – a Global Managed Security Services Provider

Infopercept, a leading Cyber Security company has many years of experience in providing custom-made solutions to various security issues. It provides a complete 360-degree assessment and evaluation of cyber security needs of businesses before coming up with ideas to secure the network. The Infopercept team constitutes security experts with decades of practical experience and knowledge know-how in the cybersecurity domain. By keeping themselves updated in the latest trends and innovations, they remain a step ahead of the hackers.

The pandemic has created havoc on the already fragile health care system in India. An infringement on the security network of hospitals would lead to unimaginable consequences. Infopercept understands the urgency in accelerating the process of firming up the security of network, data, and infrastructure of a hospital. Its expertise in this area has helped many organizations, businesses, and most importantly medical institutions.

Solution:

Infopercept immediately **deployed a team of 5 members** to visit the hospital and assess the situation from ground zero. The team constituting security veterans with vast experience made a quick assessment of the security issues and analyzed the reasons for the hack. **Scientific investigatory tools** and techniques using **digital forensics** were used.

One of the key points uncovered was that a much older version of windows was in use. None of the operating systems were upgraded. Moreover, the security installed in the network and the end points were minimalistic in nature leaving many critical areas exposed. The server was unprotected; and although all application systems were digitized, none of them were secure.



Within a span of 4 days, the Infopercept team was able to resolve all key issues which needed immediate attention to get the system up and running. The rest of the critical functions were reinstalled within 9 days.



Benefits:

The hospital benefited tremendously from the expertise and guidance provided by Infopercept. An **Incident Response Plan (IRP)** was instituted, to effectively identify potential future threats. It would further help in minimizing the damage, and reduce the cost of a cyber-attack in case it occurs again. The hospital also got into a yearly contract with Infopercept for setting up **Technology Optimization Center** and **Security Operations Center**. These centers would help improve security visibility and aid in faster detection and remediation of threats. A 24*7 monitoring of the networks would result in quicker incident responses.



About INFOPERCEPT

Infopercept's vision and core values revolve around making organizations more secure through the core values of Honesty, Transparency and Knowledge, so as to enable them to make better informed decisions about their security practices & goals. With our synergistic vision to combine technical expertise and professional experience, we aim to further establish our place as a one stop shop for our clients and partners' cybersecurity and accreditation needs.

Our specialized core team comprises of experienced veterans, technical experts & security enthusiasts having good practical experience & thorough knowledge in the Cybersecurity domain, are abreast of the latest trends and security innovations; ensuring that you always get the best security approach & solutions for your specific business needs, exactly the way you want it to be.

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