Health Care Provider Journey to Smarter, Safer Management of Patient Information

"We're in healthcare, and we manage medical records for our patients - data that's regulated under HIPAA. The protection of our patient data is really top of mind for me - it's my main focus."

— *CISO, Leading Primary Care Provider*

This Healthcare Provider operates 100+ medical centers nationwide, providing value-based care for seniors. As their data expanded into the cloud and SaaS platforms, the security team struggled to quickly find PHI, reduce risks, and stay prepared for audits. Manual reviews were too slow and couldn't keep up with the growing data

The challenge: gaining visibility into PHI, meeting compliance, and scaling security as data grows.

- ✦ The first step was to identify where PHI is stored and who can access it on platforms like M365, AWS, Azure, Snowflake, G-Suite, and Box.

- ✦ The team also needed to strengthen HIPAA and CCPA compliance

"Healthcare records are huge; there's just so much data. It's nearly impossible to manage effectively without automation"

— *CISO, Leading Primary Care Provider*

CYERA

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Solution: Automated discovery, classification, and scoped remediation

The team began by automating the discovery and classification of sensitive data, then focused on targeted remediation. They used Cyera's agentless, API-driven solution. Together, we quickly identified sensitive data locations and classified PHI across our main environments. Next, we integrated key platforms, including M365, AWS, Azure, Snowflake, G Suite, and Box, without deploying agents. QRadar integration provided immediate alert visibility, and we are now connecting ServiceNow to streamline our response.

The team focused on **scoped, high-impact policies** and automation:

✦ This involved addressing issues like plain-text credentials, exposed credit card data, and cleaning up unused data stores in M365.	✦ We set up automated email workflows for issues, enabled notifications in OneDrive through Workato, and are preparing to route incidents directly to ServiceNow.
✦ The team is evaluating Microsoft Information Protection labeling and Cyera's agentless DLP capabilities to extend protection.	

"Cyera was the clear choice because it allowed us to do more with the resources we already had."

– *CISO, Leading Primary Care Provider*

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Results: Reducing risk and improving operations

- ✦ Over 32,000 issues were remediated across more than 30 policies, each one directly tied to protecting patient health information.

- ✦ Visibility kept pace with growth: 349.8 billion sensitive records monitored, most of the data in Snowflake.

- ✦ Targeted cleanups made a real difference:
    - ✦ ~95K plain-text credential records mitigated (policy-driven).
    - ✦ 103 ghost M365 datastores closed; 25,974,286 sensitive records safely deleted.

- ✦ The estimated value of these efforts in the last quarter: $353,178, driven by reducing credential and ghost-datastore risk.

"When we use Cyera to help our employees remediate issues, they actually learn from the process... you can accomplish so much more with fewer people"

- *CISO, Leading Primary Care Provider*

Why Cyera?

"We've really been able to mature our security posture... identify and remediate critical vulnerabilities that we previously had no visibility into"

- *CISO, Leading Primary Care Provider*

Cyera connects via APIs, deploys quickly, and automates what matters: PHI discovery, classification, and remediation. For security teams, the lesson is clear: automation and data-driven visibility enable them to keep pace with growth and risk. The right approach is not just about tools, but about building processes that scale and empower teams to act with confidence.

Explore how Cyera helps enterprises turn data visibility into smarter, safer decisions. Book a demo