UNCOMMONX

UncommonX Recovers Health Clinic Services After Ransomware Attack

Incident

A leading health services clinic ("the Clinic") spanning ten campuses and 150 providers was hit with a ransomware attack that shut down their ability to see, diagnose, and invoice patients. The attacker also demanded one million dollars to restore access.

The Clinic wasn't aware of the extent of the breach because they had inadequate security solutions in place which weren't configured properly due to lack of expertise within their team. After having another provider review the incident without satisfaction, the Clinic reached out to UncommonX and one of our partners for a second opinion.

Response

Working with the Clinic's cybersecurity Insurance provider, our Security Operations Center (SOC) team quickly identified the impact of the attack and immediately took steps to limit the exposure. We eradicated the ransomware, recovered all the Clinic's services, and brought them back online in only two days by deploying BOSS (Business Operations Security Suite), our next generation threat management and intelligence platform. BOSS is a technology integration hub that produced actionable data within hours by identifing and mapping every OEM device, tool, and connection on their network.

Next, we worked with the Clinic and their insurance provider to document whether patient data had been breached. Then we conducted a full penetration

test and vulnerability/maturity assessment to uncover potential gaps in their current security setup.

We reviewed all processes and procedures and provided the Clinic management team with documentation of the assets, data, and practices that are critical to their security posture.

Finally, we submitted a plan to our partner for implementing a full security stack with management/monitoring delivered simply as a service to the Clinic. This plan allowed greater visibility into attacks, enabled the executive board to understand risks the Clinic faced, and allowed our partner to continue providing the Clinic with value and objective-based selling.

Results

The Clinic's security posture improved drastically. With our help, they correctly deployed the necessary tools, and they started using our professional managed services for ongoing protection, including reliable visibility throughout their network with our BOSS platform, and 24/7 security monitoring from our diligent SOC team.

Solutions Provided:

- Managed Services
- BOSS Security Suite
- 24/7 SOC Support
- Full Penetration Test
- Vulnerability Assessment
- Security Documentation

Ready for the Security You Deserve? Let's Talk.

Talk to our experts today about your specific needs. Call **866-405-9156**, email us at **sales@uncommonx.com** or visit us at **uncommonx.com**.