

Customer Success Story

Major medical practice management system provider leaps ahead of their competition through organic security growth

Introduction

In a highly fractured and emerging market place, a major player in the medical practice management systems solutions space wanted to grow their company organically through major new business opportunities. This 10-year old privately held company based in the midwestern United States had been built specifically to assist doctors in providing accurate documented diagnoses, spending as little time as possible with technology (and more with the patient) as well handling insurance claim management all within a single intuitive platform.

Obstacles

The CEO recognized that most of his competitors ignored security and privacy issues, despite being heavily regulated in the United States. He also knew that the new forthcoming rules governing the security and privacy of European Union citizens would impact everyone in this industry. But like most medium sized companies, they couldn't afford to hire a seasoned security expert on a full-time basis, even though they know they need that level of expertise.

Solutions

Knowing that there was an immediate opportunity to grow his market share through improved security, he contracted an outsourced Chief Information Security Officer from Stridium Cybersecurity Advisors to build his security and privacy program, while guiding, grooming and training an internal candidate who he wanted to take the job someday. Together, they quickly and thoroughly devise prioritized short and long-term information security and privacy plans and improvements to help drive down his risks and improve his company's market position far beyond where it started.

Outcomes

In addition to finally having a clear picture of his company's risk, the CEO was able to prioritize and address his keys risks that were part of his overall growth on an accelerated basis. This helped his company get to new markets well before his competitors and to do so with a truly secure solution, something his clients demand and expect from all of their key suppliers. As they have grown into European markets, like most companies, they experienced increased attacks from hackers, but they have able to keep pace with the additional exposure, with zero additional downtime from these attempts. Their new European clients have been delighted with their offerings, and particularly impressed that an American company takes security and privacy as seriously as an European company. They have positioned themselves well for the battle for the top.

"If I could offer one critical piece of advice is to pick the right partner, whether that's someone selling peaches or security advice. In both cases, it only takes a week to know if you made the right choice. Through the advice provided by Stridium, we have been able to shore up a major operational area of concern, and have, in our opinion, good reason for optimism going forward," say the CEO.