

INDIANA HEALTH CENTERS IMPROVES SECURITY POSTURE WITH **SOLUTIONS THAT ADDRESS VULNERABILITIES, STREAMLINE PROCESSES, AND OPTIMIZE RESPONSE TIMES**

CLIENT STORY OVERVIEW

Indiana Health Centers (IHC), a Federally Qualified Health Center (FQHC), provides high-quality, affordable, patient-centered health care to underserved and uninsured populations. IHC operates 12 health centers across eight Indiana counties and manages eight Indiana WIC (Women, Infants, & Children nutrition program) locations, providing medical, dental, and behavioral health care to all who seek care, regardless of their ability to pay.

IMPACT

- Enhanced security
- Improved efficiency
- Strengthened trust

KEY SERVICES

- Ms** Managed services provider (MSP)
- Vm** Vulnerability management (VM)
- So** Managed security operations center (SOC)
- Ec** Enhanced compliance

INDUSTRY

Health care

KEY TECHNOLOGIES

- ✓ ConnectWise Suite
- ✓ SentinelOne
- ✓ Cyber CNS

STORY HIGHLIGHTS

Confidence restored

IHC now has a managed services provider (MSP) partnership built upon a foundation of trust and collaboration.

Vulnerabilities addressed

Resultant helped IHC address and resolve numerous vulnerabilities and deployed systems that minimize the risk of new vulnerabilities.

Response times optimized

Technology solutions, remote monitoring, and onsite visits have accelerated response times and issue resolution.

Resultant reinstated regular onsite visits to

12 INDIANA HEALTH CENTERS



SECURITY RISK REDUCED

from **high** to **medium**, with ongoing efforts to further lower it.

CHALLENGE

Lost trust and confidence

The relationship between IHC and the company's previous MSP had gone sour. In fact, the MSP stopped complying with IHC's requests and discontinued onsite visits to their health centers, resulting in a near-total loss of trust and heightened risk. IHC leadership knew the importance of having a reliable MSP who could provide steady communication, act as a business partner, and build alignment toward organizational goals.

Serious security concerns

Because IHC handles vast amounts of sensitive personal, medical, and financial information, they're a prime target for cybercriminals. A security breach would have significant financial, reputational, and compliance consequences. The previous MSP had failed to implement systems and processes to identify and respond to threats, creating serious security gaps and vulnerabilities.

Balancing urgency with caution

While IHC leadership was acutely aware of recent data breaches affecting similar organizations, the deterioration of the previous MSP relationship was still fresh. IHC navigated a lengthy request for proposal (RFP) process in search of a partner that could restore confidence in their MSP relationship and ensure the security of their data and IT environment.

SOLUTION

Resultant sent representatives from multiple departments to deliver a detailed presentation, outline services and expectations, and communicate a clear vision of the partnership. This approach was critical in IHC's choice to partner with Resultant.

The Resultant solution provides a traditional managed services partnership that prioritizes enhancing IHC's security posture. An assessment of their IT infrastructure uncovered numerous vulnerabilities, largely due to outdated systems and unused software applications posing significant security risks. A comprehensive, multi-layered approach was implemented in close collaboration with IHC to deny, detect, contain, and remediate threats.

Vulnerability management

We implemented the Cyber CNS platform for internal network scanning and vulnerability management. Cyber CNS provides a detailed vulnerability matrix based on the Common Vulnerability Scoring System (CVSS) and other scales, enabling the Resultant team to identify, prioritize, and address high-risk vulnerabilities and other critical security issues effectively.

Managed Security Operations Center (SOC)

We established a managed SOC to monitor and respond to security alerts and deployed SentinelOne for antivirus protection. This combination ensures robust endpoint protection and real-time threat detection. A ConnectWise suite integration, including ConnectWise RMM and Manage, optimizes remote monitoring and management, streamlines support processes, and improves response times.

Enhanced authentication

To reduce the risk of exposure of sensitive data caused by stolen passwords or user error, and to ensure compliance with Health Insurance Portability and Accountability Act (HIPAA) regulations, we switched wireless authentication from static passwords to user- and computer-based authentication.

Onsite visits

While our methodologies are largely based on industry best practices, Resultant reinstated regular onsite visits to IHC's 12 health centers. This hands-on approach allows the Resultant team to resolve issues more efficiently and provide more responsive, personalized support to IHC medical personnel.



RESULTS

- ✓ By addressing critical vulnerabilities and implementing robust security measures with streamlined processes, **Resultant reduced IHC's overall risk profile from "high" to "medium,"** with continuing efforts to achieve a low-risk environment. IHC has utilized vulnerability management, ongoing vulnerability assessments, regular onsite support, and other services to ensure their systems remain secure and compliant.
- ✓ **This proactive approach has led to faster response times and issue resolution,** directly impacting patient outcomes by enabling quicker diagnosis and treatment. Additionally, improvements to the IT environment have positioned IHC to pass their annual security audit with greater ease.

Reduce Risk with Resultant

- ✓ **More than providing technology improvements, this project has restored the MSP partnership.**

The commitment of both sides to collaboration, communication, and coordination will support continuous improvement and the long-term security and success of their operations.

FUTURE

In addition to continuous improvement of all existing solutions and processes, upcoming projects include a new support ticket portal and disaster recovery enhancements to minimize downtime and disruption to patient care. The company's leadership has expressed high satisfaction with the newfound stability and strategic guidance, which have enabled them to continue their acquisition and expansion initiatives, effectively manage new data systems, and leverage data as a strategic asset and driver of growth.



About Resultant

Our team believes solutions are more valuable, transformative, and meaningful when reached together. Through solutions rooted in data analytics, technology, and digital transformation, Resultant serves as a true partner by solving problems with our clients rather than for them.

Find out more at [RESULTANT.COM](https://www.resultant.com)

