DATACONNECT

HEALTHCARE
CYBER ESSENTIALS
CASE STUDY

Business Size
1000+ employees

Service
vSOC CERT

Customer Since
2017

THE
HIGHLIGHTS

Challenge
As a company that's expanded over the years through acquisition, the overarching challenge facing the business was bringing together all legacy systems and existing solutions across their entire estate. They then needed an effective patching strategy, as like many companies going for Cyber Essentials, they struggled with visibility and patching.

Solution
The client signed up for Data Connect's vSOC CERT Gold+ service, which delivers a single view of vulnerabilities with high and critical severity scores. This allows users across the estate to identify and patch existing or emerging threats to the business's infrastructure in a 14-day timeframe, which is a requirement for Cyber Essentials compliance.
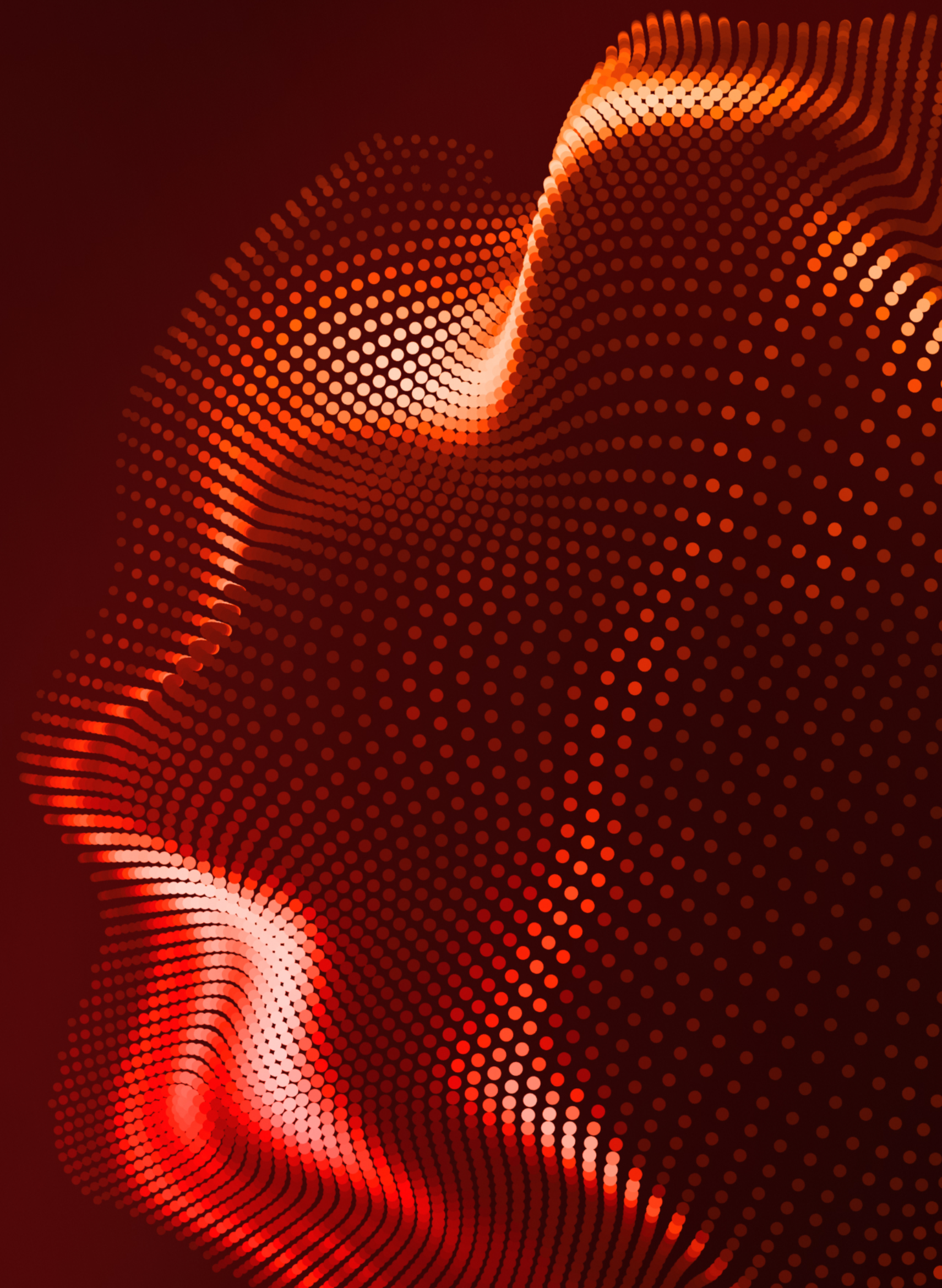
Results

A clear overview of the business' systems has been delivered, and remediation has been greatly simplified to standardise vulnerability management across the network and ensure smooth recertification, year after year. This in turn has supported positive tendering outcomes and helped fuel the business's growth. The client elaborated:

"I really like the vSOC CERT Gold+ service. You get more with it, and it's very specific to Cyber Essentials. It shows you the vulnerabilities that are there and tells you, quite logically, how to remediate them. Leading up to our certification renewal, we're on the vSOC Connect Console every day. It's an essential tool, and we actually use it to complete the first part of our assessment. It's very simple to use, and anyone in first-line support is able to read and understand the remediation script, vastly improving our certification outcomes. We're 100% reliant on the console when it comes to recertification."

Senior Manager for Global Infrastructure and Cyber Security

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Organisations were initially certified because of government contract requirements.

THE
BACKGROUND

Data Connect's client is a leading healthcare company that manufactures hospital equipment in the UK for use in both public and private hospitals and care homes. The origins of the business stretch back over 100 years, and since it was originally established, it's grown through acquisitions and mergers, becoming one of the leading international names in the sector, with offices all over the globe. The business produces a wide range of products, including hospital beds, and it also imports a range of vital equipment, including oxygen concentrators.
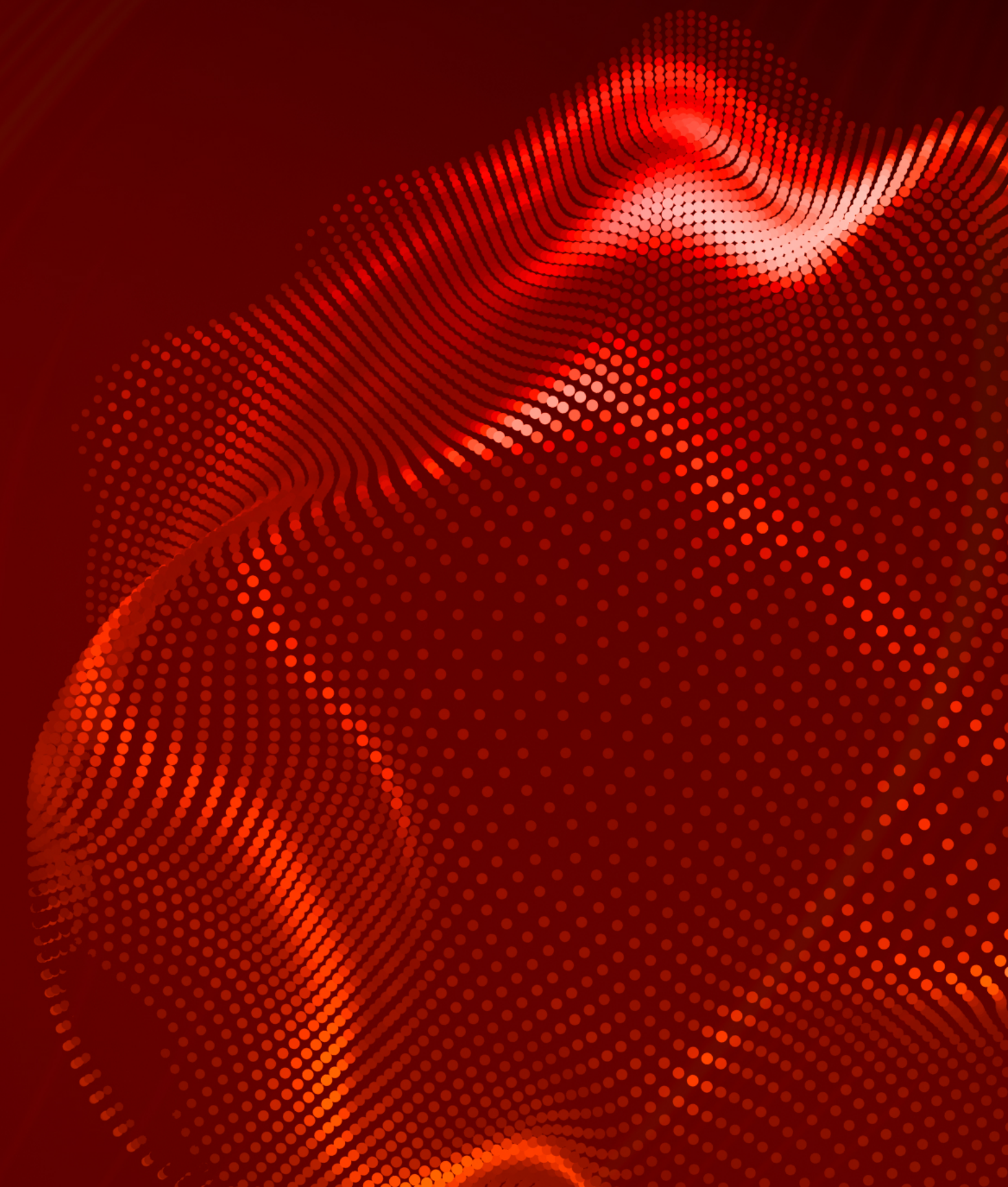
How working with Data Connect has helped standardise the clients global security position and maintain its Cyber Essentials Plus certification requirements.

The business' relationship with Data Connect began in 2017 following a recommendation. Since then, Data Connect has become a long-standing and highly trusted security partner to this client, helping to unify and strengthen its security profile across its international IT estate.

Through a combination of security expertise, the vSOC CERT Gold+ package and vSOC Connect Console, Data Connect has become an extension to the business' team and an integral part of its international cyber security journey, as its senior manager for global infrastructure and cyber security explains:

"From an infrastructure perspective, I manage the whole of Europe, which covers every single country this side of the US. It's a huge responsibility, which is why I need people like Ray [Stone] from Data Connect. His whole team are very clued up when it comes to solving complex technical challenges. To be honest, they're an extension of my team – I know I can ring them up, and they're always there. Working with the team at Data Connect essentially gives us a fully functioning SOC team on demand around the clock."

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THE
CHALLENGE

The client had two interlinked challenges.

It needed improved visibility across its IT environment to be able to prioritise and remediate high and critical vulnerabilities across a far-reaching digital estate that, as a result of acquisitions over the years, consisted of several incumbent and adopted IT systems.

It needed to ensure it was meeting the required level of compliance across the network in order to maintain its Cyber Essentials Plus certification – a key requirement for the significant public and private contract opportunities it wanted to bid for.

79%

Certified organisations believe that Cyber Essentials has a positive impact on the confidence of clients and customers.

THE
SOLUTION

In addition to providing ongoing consultative support, Data Connect introduced the client to the vSOC CERT Gold+ package and vSOC Connect Console.

This service delivers for the client on several fronts: not only does it provide a single view of the security posture across its departments and divisions but it's also unified and simplified the client's approach to vulnerability management and remediation. In turn, this has supported its Cyber Essentials Plus recertification journey, making the process easier and providing the business with the cyber security credentials required to bid for large healthcare contracts, as its senior manager for global infrastructure and cyber security recalls:

"A few years back, it became obvious that, in order to win new contracts and grow the business, we absolutely needed to get the Cyber Essentials Plus certification for the tenders team. It used to be a 'nice to have' for the NHS contracts we were bidding for; now procurement has changed, and it's becoming an increasingly mandatory requirement. I asked Ray if Data Connect could help with the complexities of certification. He said, 'Yes. We've got this, and this is how we do it.' It was that simple. It's now an invaluable tool for us and is extremely easy to navigate."

THE
RESULTS

As a result of deploying Data Connect's vSOC CERT Gold+ service, the client now has control all in one place and has gained visibility of high and critical vulnerabilities across its wider network, both in the UK and overseas. Its senior manager for global infrastructure and cyber security told us this:

"We chose vSOC CERT Gold+ because we needed to constantly monitor hundreds of desktops and end points across the network. With so many machines on the network to manage, it gives us the power to constantly monitor and bolster our security posture, and it provides not only improved visibility and clarity but it simplifies the remediation process too. The results have been so positive that I've now actually requested pricing for vSOC Recon to cover all of our servers throughout Europe, because what's especially valuable is that, if we're checking the vSOC Connect Console every week and it's alerting us to 500+ vulnerabilities that we're then patching without delay using this tool, we're galvanising our existing security posture and tightening things up even more."
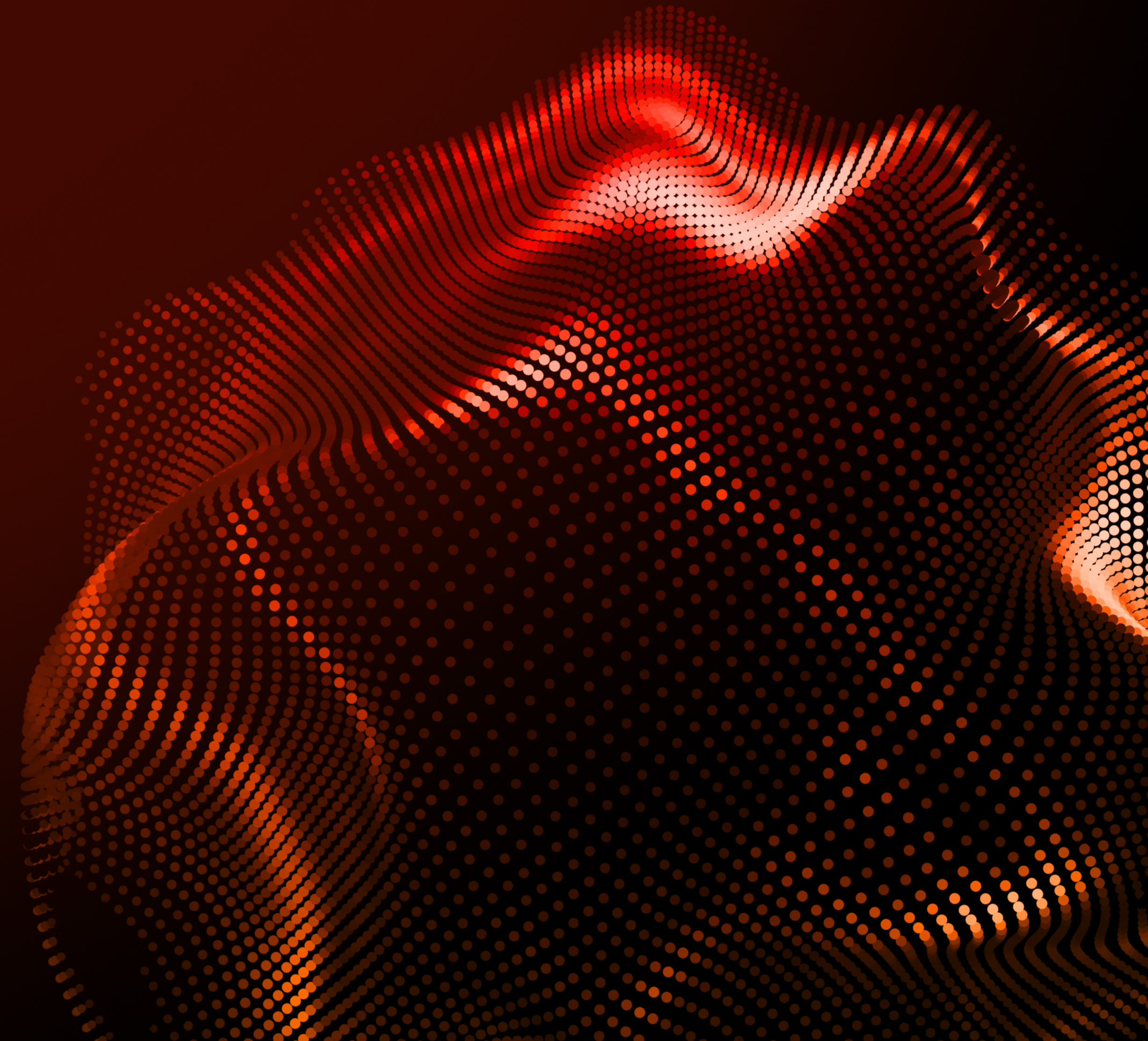
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80%

Believe that the Cyber Essentials technical controls help mitigate cyber security risks within their organisation.

The business has been reaccredited for Cyber Essentials Plus year after year, which is a crucial factor in it continuing to secure major public and private sector contracts on a tender basis, as the client explains here:

"40% of our service and maintenance division's business is acquired through competitive tender, so it's clear to see that continued certification is business critical for us."

To conclude, we asked the client's senior manager for global infrastructure and cyber security about his personal experience of working with the team at Data Connect, and he said this:

"I knew where the company's security profile needed to be and that there would be new threats that Data Connect would see daily, which we didn't know about. It was this high level of expertise that we needed, 100%. That's why we chose Data Connect – they go above and beyond when it comes to supporting us through the assessment and, more often than not, give us more than we pay for.

I've done this job for over 26 years now and have worked with security teams all over Europe, and I can honestly say the Data Connect team are different; you can actually have a conversation with them and even talk about things other than work. It's this chemistry that really enhances our business relationship. If I were talking to a company looking for a security partner, I'd tell them to use Data Connect."

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Get in touch with our dedicated team to discuss your needs.

Talk to an expert

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