

Large Health Care Organization Delivers Enterprise-Grade Security Monitoring and Management Across Its Franchise Locations

The Challenge

Internally, network security was no concern for this leading multinational health care services company. As a Fortune 100 organization, they had enough revenue to staff, support and monitor their internal network infrastructure. However, their independent, smaller pharmacy franchises did not. While their corporate infrastructure included standard and best-of-breed technologies, their pharmacies represented hundreds and thousands of different networks, configurations and levels of maturity. Because of the technology disparities across locations, a “prescriptive” solution simply would not work. They needed a programmatic and turnkey solution that could meet the needs of different network requirements, ensure PCI and HIPAA data security compliance, while also providing enterprise-grade security management.

The Solution

This health care services company found Nuspire’s custom franchise program to be the best fit for its retail delivery ecosystem. The program provides corporate visibility into the pharmacy networks, data security to protect franchise customers, and enterprise-grade network management, security monitoring and support for the franchisee.

Turnkey implementation started with an in-depth analysis, determining the pharmacy’s network needs, security risks and compliance requirements, then produced an infrastructure framework for the current and future franchisees to follow. This established network requirements, security features, and regulatory needs for all franchise locations.

To enact real change, each franchisee needed to learn how related standards and regulations, infrastructure, and security impacted their business. Representatives from Nuspire’s technical consulting team delivered one-on-one education to every franchise location to support “future state” infrastructure and security planning.

In addition to security consulting, network management and security monitoring, Nuspire also provided 24x7 firewall monitoring via its Secure Gateway service. Events collected from the pharmacy gateway fed into Nuspire’s security information event management (SIEM) solution. Alerts generated from that platform are then investigated and remediated by security engineers at one of Nuspire’s security operations centers (SOCs).



Outcomes

Since implementation, 100% of the locations have adopted the program and achieved compliance with corporate guidelines. All pharmacy locations have streamlined and updated network security infrastructure and added the appropriate tools to assist with PCI and HIPAA compliance, including 24x7 monitoring and support. Each location chose a solution that met the needs of corporate, compliance and the requirements of their individual network.

Corporate leadership gained reassurance that the company's overall brand, franchise security and customer data was protected. Nuspire's online customer portal provided corporate leadership with franchisee network visibility, incident status and the overall security posture of their franchise ecosystem.

THE RESULTS

- ✓ 100% migration from disparate network models, to a compliance-based, enterprise grade infrastructure
- ✓ Corporate visibility into franchise network security
- ✓ Firewall management enterprise-wide, locations across all 50 states
- ✓ Franchise network management and monitoring 24x7x365
- ✓ Improved C-level executive and board-level reporting capabilities
- ✓ HIPAA and PCI compliance
- ✓ 24x7x365 unlimited access to security experts
- ✓ Security expertise not otherwise available to the franchise location

ABOUT NUSPIRE

Nuspire is a leading managed security services provider (MSSP) that is revolutionizing the cybersecurity experience by taking an optimistic and people first approach. Our deep bench of cybersecurity experts, world-class threat intelligence and 24x7 security operations centers (SOCs) detect, respond and remediate advanced cyber threats. We offer comprehensive services that combine awardwinning threat detection with superior response capabilities to provide end-to-end protection across the gateway, network and endpoint ecosystem. Our client base spans thousands of enterprises of all sizes, across multiple industries, and achieves the greatest risk reduction per cyber-dollar spent. At Nuspire, we are laser focused on delivering an extraordinary cybersecurity experience that exceeds client expectations. For more information, visit www.nuspire.com and follow @Nuspire.

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