

Case Study

Imaging Associates

Imaging Associates is the leading radiology provider in Alaska of diagnostic exams and subspecialty reports to accurately detect and treat disease and abnormalities.



Introduction

“Critical Insight appreciates the needs of the healthcare industry as a result of working with many other clients within it.

Ward Hinger
CEO of Imaging Associates

It takes a healthcare organization 236 days on average to detect a threat in the network.¹

For those who live and work in remote parts of Alaska, having access to timely, high-quality and often lifesaving radiology is a significant challenge. Ward Hinger, CAO of Alaska Radiology Associates and CEO of Imaging Associates, saw a way to overcome that challenge so Alaskans could get the expert care they needed and deserved without having to travel. His companies combined forces to create Connect49 to offer medical facilities throughout Alaska. These facilities offer dependable access to Alaska's first and only subspecialized radiology support (24/7/365) and access to Alaska's first

and only Vendor Neutral Archiving (VNA) system.

Hinger knew that Connect 49's network would rapidly become a mission-critical service – and it did. “Reliability is paramount. 99.9% uptime reliability is paramount. Security is paramount. Most healthcare data in Alaska is stored on our vendor-neutral archiving system. And we have to reassure current and future clients that we have a robust and highly secure platform to protect our shared patients' information.”

¹ The Cost of a Data Breach Report 2019 - IBM Security

Critical Insight Solved the Problem

Critical Insight's connection with partner GCI helped provide confidence in the company.

Hinger asked GCI for their security recommendation. "There were no local security companies that could meet our robust needs. We looked at other entities who are offering a similar service, but we weren't as impressed with their offering and their ability to deliver on the promises that they were making. Since we're using and relying heavily on GCI it made sense to us to partner with the company GCI recommended, Critical Insight. Critical Insight understands and appreciates the needs of the healthcare industry as a result of working with many other clients within it. Critical Insight deeply understood the privacy and regulatory compliance requirements of working with PHI data."

Hinger hired Critical Insight to perform a Focused Security Assessment and signed up for Managed Detection and Response. He remembers, "For the FSA, they sat with my Director of IT and his team and collaborated to provide us with a very meaningful, tangible roadmap for us to take immediate corrective action on." Hinger says the addition of 24x7x365 monitoring with Managed Detection and Response brought peace of mind. "I could sleep at night. They will let me know if there's something I need to worry about and that gives me peace of mind."



Critical Insight now monitors Imaging Associates' networks around-the-clock.

Today, Imaging Associates is expanding Connect 49, with Critical Insight professional services helping protect them and Critical Insight's MDR defending them. In Imaging Associates' first couple of months with MDR, Critical Insight Analysts

performed dozens of investigations, making sure there were no intrusions. Hinger says Critical Insight is making it easier to grow, "When we go out to meet with potential clients or speak to compliance officers, I can say that oh, by the way, we are partnered with Critical Insight, who are best-in-class. You don't have to worry about us not meeting the industry standard for security. Before partnering with CI, I was never fully assured that we were meeting the industry standard, which is a continuously moving target in today's world. Now I can say we have made significant strides in enhancing our cybersecurity posture."

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CEO of Imaging Associates