Case Study

Kootenai Health

Kootenai Health serves patients 24×7×365 at their Idaho hospital and their clinics throughout the Inland Northwest and needed an around-the-clock security solution.

> " We didn't have the manpower or tools to keep visibility of our network 24×7.

Adam Holloway
IT Security Manager

Introduction

Healthcare data breaches are up 196% year-over-year.[1]

As Kootenai Health worked to expand its hospitals and clinics crossing three states, it also underwent a leadership change, bringing on a new Chief Information Officer (CIO). The new team quickly recognized the need to evolve the IT security posture across the organization.

IT Security Manager, Adam Holloway, knew his team of two couldn't effectively monitor for threats and intrusions around-the-clock.

"When we got down to the final selection, I wanted to find someone who would be the best partner," Smith said. "Everyone treats you really well before the contract is signed, but I get concerned about who will actually treat you well after the ink is dry. Critical Insight has become a great partner."

[1] https://www.hipaajournal.com/2019-healthcare-data-breach-report/

Critical Insight

American Hospital Association®

Critical Insight solved the problem

The team chose Critical Insight's Managed Detection and Response after becoming convinced it checked all the boxes for capability, technology, cost, and partnership.

When Kootenai Health installed MDR and began tuning it with the Critical Insight team, Smith and Holloway saw the value immediately. Holloway remembers, "We finally had insight into our network traffic. Critical Insight was able to detect things we didn't know about. We were then able to remediate. It was a great help to us."

Smith was able to go to Kootenai Health's CEO with the good news, noting, "I brought the fixes we made and he was very positive."

Kootenai also wanted someone with more technical expertise to handle vulnerability scanning, something Critical Insight now handles with Continuous Vulnerability Identification.

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> I'm much more comfortable knowing that Critical Insight is monitoring our network traffic.
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> **Adam Holloway**
> **IT Security Manager**

Critical Insight

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