Propelex

Phishing & Email Security

HELPING PROTECT HEALTHCARE ORGANIZATIONS FROM EMAIL-BASED THREATS

A California-based healthcare non-profit that connects individuals to healthcare plans and resources needed email security solutions up to the task of meeting stringent security and privacy standards. They asked Propelex for help designing and managing a proactive platform that could protect users and meet their performance needs, without obstructing their service mission.

THE CHALLENGE: BOOSTING SECURITY CAPABILITIES FOR HEAVILY REGULATED SECTORS

As a healthcare-involved organization, the Client is subject to an above-average number of regulatory standards including HIPAA, PCI DSS, CCPA and more. Many of their most critical risks are email-related, due to the volume of protected health information (PHI) shared daily via email with hospitals, doctors, insurance companies, healthcare providers and more.

1. PROTECT OUR ORGANIZATION FROM KNOWN AND UNKNOWN THREATS

2. PROTECT OUR MEMBERS AND STAFF

3. CONTROLS & COMPLIANCE VISIBILITY

4. AUTOMATED RESPONSE TO MALICIOUS EMAILS

NAME UNDER NDA

The Client requested that the Propelex team design a solution that would:

1. Assess vulnerability to business email compromise and phishing threats
2. Protect against delivery of malicious emails and email-based attacks
3. Educate staff against phishing attacks
4. Meet all relevant compliance standards
5. Simplify email security control processes
6. Integrate with existing security and cloud platforms

OUR APPROACH

Propelex has worked extensively with healthcare-involved organizations to upgrade their email security and anti-phishing resources. Our approach understands the unique needs of these companies to protect patients, without creating an undue burden on their service mission:

- Perform email security and phishing assessment
- Determine staff who are susceptible to attack
- Implement customized enterprise email security protections
- Conduct organization-wide security awareness and anti-phishing training program

SECURE & COMPLIANT

PCI DSS · HIPAA HITRUST · SOC 2 TYPE 2 · GDPR · SOX COMPLIANCE · NIST

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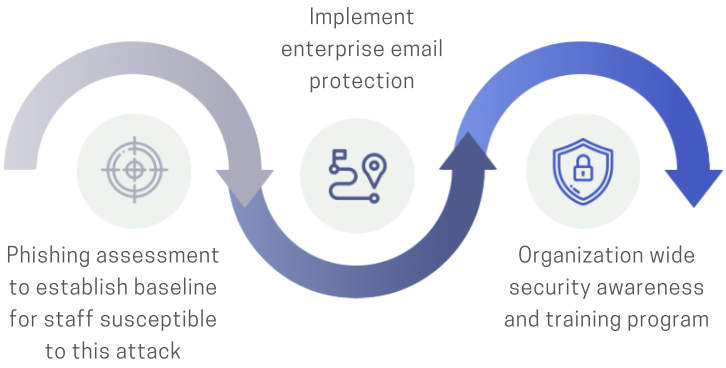

THE RESULTS

Full security assessment:
The Client's security environment was evaluated to understand its current level of capabilities, security holes, and resources needed to meet program goals.

Tailored security products for the full range of threats:
A new stack of email security products was introduced to manage a range of threat types, including phishing, malware, ransomware, malicious links, keyloggers, zero-day attacks and more. The Client now has security resources that are custom-built to reduce their vulnerability to these common threats.

Dedicated PHI protection:
Protected health information requires robust controls to create a secure data environment and meet HIPAA compliance obligations. We added data encryption and more secure access and sharing controls to ensure the Client's operations were suitably protected.

Staff vulnerability evaluation:
Simulated phishing attacks were conducted within a safe framework to see which staff members were vulnerable. Tracking provided insights into specific staff behaviors that created risk to the Client's operations and data resources.

Compliance assessment:
The Client's security performance, focusing on email, was assessed and verified against its compliance requirements. Organizational resources were oriented to monitor evolving standards and ensure uninterrupted compliance.

Staff awareness and email security training:
The Propelex team conducted a series of classes for staff designed to increase their awareness of the role of email security in the workplace, as well as practical aspects of creating a more secure workplace. Training emphasized implementing best practices to successfully manage the most prevalent risks.

MEETING CUSTOMER NEEDS

Sectors like healthcare that have higher standards for security and compliance require organizations to implement more robust solutions. Propelex can help you accelerate digital transformation through customized and focused Cybersecurity and Smart Data Solutions, including email and anti-phishing capabilities purpose-built to meet elevated compliance standards.

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