

CUSTOMER SUCCESS STORY

Premise Health





Company Overview

Premise Health is the world's leading direct healthcare provider and one of the largest digital providers in the country, serving over 11 million eligible lives across more than 2,500 of the largest commercial and municipal employers in the U.S. Premise partners with its clients to offer fully connected care – in-person and in the digital environment. It operates more than 800 onsite and nearsite wellness centers in 45 states and Guam, delivering care through the Digital Wellness Center and onsite, nearsite, mobile, and event solutions.

Premise delivers value by simplifying complexity and breaking down barriers to give diverse member populations access to convenient, integrated, high-quality care. It offers more than 30 products, delivering the breadth and depth of care required to serve organizations' total populations. The result is healthcare that meets the needs of members and their families, helping them live healthier while lowering costs for organizations.

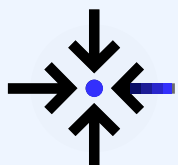


Cybersecurity Team and Environment

Premise Health has a dedicated security operations center (SOC) and roughly 6000 machines under management. The company also has devices, including BYOD, tablets, etc. that are used for different levels of business. The security team consists of 30+ staff members and four major departments:

- ✓ Governance, Risk & Compliance
- ✓ Identity Access Management
- ✓ Security Operations and Assurance
- ✓ Physical Security

All three departments roll up under Joey Johnson, CISO for Premise Health, who says: “Traditionally, a lot of provider organizations are struggling at their maturity point in their investment point. Here, our business model is a little bit different in that we’re doing healthcare provider work for large self-insured organizations. And what that means is that we have a significant amount of security scrutiny, and we’re held to a much higher bar, because our clients have risk management functions that are maybe larger than our entire company.”



Cybersecurity Challenges

Premise Health's cybersecurity program initially consisted of Johnson and one other person – and they were responsible for everything from antivirus to patching to server and network security, security operations and reviewing contracts for legal compliance. The two-person security team wasn't resourced to effectively address every security challenge, technology and vendor.

“So we engaged with GuidePoint years ago, when we found individuals that we trust. We trusted their technical acumen, their professionalism and the way they went about establishing relationships - that was really, really important to us. We needed a partner that would not just bring us options in the market with their own perspective of what was a good fit for us, but also that was going to openly discuss with us and challenge us in our outlook and perspective. Directing us based on where we are in our security program maturity... that's an irreplaceable kind of relationship.”



Working with GuidePoint Security to Enhance Premise Health's Security Program

According to Johnson, Premise Health's security maturity point has grown and increased dramatically. With a threat landscape that is constantly increasing in its breadth and by shifting tactics, it puts more strain on organizations such as Premise Health to gain visibility of the environment, to understand the company's assets, and what the company ultimately wants to protect.



JOEY JOHNSON
CISO for Premise Health

“As our visibility has increased, our systems posture and environment have also increased, our inventory is incomplete as our assets have increased, our products that are in the cloud and in different environments have continued to increase. While you're always trying to play catch up, our ability to transition our position in the business to be at the entry point of where new technology comes in, has increased as well. Our level of confidence on the percentage of what we can see, and what we know is there is a lot higher.”

Examples of GuidePoint Services Premise Health has Relied Upon

MANAGED 24x7 SOC

GuidePoint Security worked with Premise Health to evaluate and select an XDR provider that delivers threat detection and response with contextual relevance based on the company's business environment and requirements. GuidePoint Security worked with Premise Health to evaluate and select an XDR provider that delivers threat detection and response with contextual relevance based on the company's business environment and requirements.

WORKING MORE STRATEGICALLY WITH CORE SECURITY VENDORS

“I would say categorically one of the greatest things that's happened in our relationship with GuidePoint was their recommendation to bring in product vendors for Quarterly Business Reviews (QBRs) to talk about where we are with a product, how effective we've been implementing it and working with them to ensure we are optimizing the product to be most effective for us,” says Johnson. “That was just something simple as a suggestion from a trusted partner to say, ‘Hey, this would bring you a lot of value?’. There's no dollar figure attached to that... that's just driving relationship.”



Security Relationship Built on Trust

GuidePoint has regular conversations with Premise Health about where the company wants to go with its security program, based on what is going on in the market from a cybersecurity and healthcare perspective. “It is always a conversation, it is always about value, always about really understanding who we are. We have a partner that said, ‘Listen, you are asking the questions, Joey, around what you think are your requirements. But let me introduce to you three or more things to contemplate, that *should be* part of your requirements. Or if they’re not, you should have a reason why you know that they’re not part of your requirements because I don’t want you to make a decision based on a subset of information that’s really critical.’ You can’t get that from anywhere other than a trusted relationship. And so that’s where the value is.”

“I have a lot of personal trust in our partner GuidePoint. The folks that I know there I’ve worked with for a long time. They have my personal cell phone number, we pick up the phone and talk to each other, and can work through things really quickly. That only works if it’s a relationship. Anybody can go between a solutions provider and a customer to generate an invoice. But where the value comes is where you can find a partner that really knows you, knows what’s important to you, knows how you want to move your organization, knows where your maturity point is, and works with you to solve your most pressing challenges.”

About Us

GuidePoint Security provides trusted cybersecurity expertise, solutions and services to help organizations make better decisions that minimize risk. GuidePoint’s unmatched expertise has enabled a third of Fortune 500 companies and more than half of the U.S. government cabinet level agencies to improve their security posture and reduce risk.