

Case Study

Apria Healthcare

Real-Time Security Validation



APRIA HEALTHCARE®

PenTera, the automated penetration testing platform enables Apria Healthcare to run real-time penetration testing allowing them to quickly and frequently test their network and detect the most pressing needs in their growing IT environment.

“When my peers ask me for my pentesting best practices and recommendations I simply reply, Why are you still waiting for an annual manual pentest? Why aren’t you using a real-time pentesting platform like PenTera?”



Customer Profile

- Largest home healthcare provider in the US with over 300 locations
- Attend to 2 million patients per year
- Lean cyber security and compliance team employing the latest cyber security technologies

Results

- Ability to run real-time penetration tests providing consistent visibility to the IT environment
- Increase in team productivity, allocating their focus towards business enablement strategies
- Clarity of the security portfolio value when communicating to the Board of Directors
- Focus the manual pentesting campaigns towards specific business or regulatory requirements

Jerry Sto. Tomas

Chief Information Security Officer
Apria Healthcare

Challenges Prior to PenTera

- 1 Delayed and Infrequent Penetration Tests**

The Apria Healthcare security team managed many tools in order to ensure the ongoing validation of proper security control configuration and processes. In addition, the team ran an annual pentesting campaign that, as expected, was limited and very resource intensive.
- 2 Keeping Security at the Speed of Business**

With the prior manual nature of risk validation, it was hard to fulfill the promise of a business enabler and adhere to the digital business transformation in terms of capacity and speed to assure security does not slow down the IT operational pace.
- 3 Lapse in Timeline of Security Validation**

The security team faced the challenge of gaining security posture validation beyond working hours and during weekends and holidays.

“ It was mind blowing that PenTera was able to find deficiencies in our security within a 6-hour POC. ”

Background

In accordance with the Healthcare industry regulation requirements, Apria Healthcare ran annual penetration testing campaigns. As a very security-conscious organization, it was clear that this practice wasn't enough to provide the ongoing and real-time visibility needed to have a clear and accurate understanding of the IT network environment.

Having implemented automation in many aspects of their security processes, the Apria Healthcare security team sought to find a solution to incorporate automation into their penetration testing efforts.

The Technology Evaluation

Apria Healthcare was introduced to Pcysys through Blackstone as both companies are part of the group's portfolio. The evaluation of PenTera by Apria Healthcare was over the course of a single day proof-of-concept (PoC) and was concluded within 6 hours.

The observed value as seen by the Apria Healthcare security team was:

- PenTera was able to challenge existing controls and protocols by running undetected in the network
- PenTera was able to identify remaining security holes that were thought to be solid
- The ease of use of PenTera made the effect on productivity instantly clear
- PenTera would reduce the spend of third-party penetration testing and provide the real-time and ongoing remediation insight needed



Long Term Benefits



Real Time Security Validation

With PenTera, Apria Healthcare is able to run automated penetration tests as needed. Unlike waiting for manual pentesting projects, ongoing testing assures a state of perpetual security validation. This ensures that endpoint security controls, Privileged Access Management (PAM) processes, and patch rate controls and service accounts are working as designed. Apria Healthcare now has a real-time perspective of their network resiliency.



Cost Reduction

Introducing PenTera allowed the Apria Healthcare team to change the pentesting scope from one annual campaign to specific targeted tests that are business oriented or required by regulation. This has reduced the annual security validation budget spend by 60%. Moreover, automating validation processes has increased team efficiency by eliminating many day-to-day manual tasks.



Proper Value Reporting

PenTera allows to challenge, test, and validate existing software configurations, protocols, and alerts, highlighting the success of the security team and its investments. This enables clear reporting of the security programs and inclusion of the IT and executive teams in its progression. In addition, the ongoing tests allow the Apria team to optimize the use of current technology in place and understand where additional investments need to take place based on the findings.

"If you want to properly convey the security team's value and contribution in protecting the organization to the executive team and business stakeholders, you need PenTera."

About Apria Healthcare

Apria Healthcare is one of the leading providers of home respiratory services and durable medical equipment in the United States. Apria operates in more than 290 service locations throughout the country and serves more than 2 million patients each year. Apria has the most comprehensive product and service line available through Respiratory Care, Sleep Management, and Negative Pressure Wound Therapy services and equipment, to ensure patients receive the care they need.

About Pcysys

Pcysys delivers an automated penetration-testing platform that assesses and reduces corporate cybersecurity risks. By applying the hacker's perspective, our software identifies, analyses and prioritizes remediation of cyber defense vulnerabilities. Security officers and service providers around the world use Pcysys to perform continuous, machine-based penetration tests that improve their immunity against cyber attacks across their organizational networks.