

## Swope Health Services



### Overview

#### Industry

- Healthcare & Pharma

#### Challenge

- Increasingly advanced threats
- Limited visibility into insider traffic
- Lack of actionable insights into the network
- Legacy tools preclude a proactive approach to security

#### Results

- Enterprise Immune System detects threats at nascent stages
- 3D Threat Visualizer enables a bird-eye view of all lateral movements in real-time
- Smart prioritization of threats allows for better resource allocation
- Self-learning technology helps Swope Health Services stay one step ahead of modern cyber-attacks

### Business Background

Founded in 1969, Swope Health Services provides primary care, mental health programs, and community outreach to the broader Kansas City area. With over 500 employees, Swope Health Services provides patient-centered medical care to over 40,000 patients in Western Missouri. Its network hosts highly sensitive medical information for over 200,000 individuals.



Darktrace's ability to self-learn our network and prioritize the anomalies within our infrastructure is game-changing. Because its AI technology doesn't look at yesterday's attack to predict that of tomorrow, it has the unique ability to find potential threats that have never been seen before.

**Brian Thomas, CIO**



### Challenge

The healthcare industry faces some of the most pressing cyber security challenges. Tasked with protecting extremely sensitive patient data, healthcare organizations grapple with the proliferation of connected devices and often leaner security teams. As a result, healthcare providers across the nation have remained a top target for sophisticated threat-actors.

Swope Health Services wanted to adopt an innovative and proactive approach to cyber defense in order to stay on top of this threat landscape. With rapidly-evolving attacks targeting the healthcare sector every day, it wanted an approach that would enable it to detect and neutralize threats at their earliest stages. Further, it felt it was lacking crucial insights and visibility inside the network. It wanted a tool that could provide complete network visualization, including all IoT devices, and provide actionable intelligence.

“Before Darktrace, we only had visibility on activity entering and exiting the network at the end user level,” commented Brian Thomas, CIO, Swope Health Services. “We had questions about our networks and our existing tools weren’t providing the answers. We needed a self-configuring and self-learning technology that could provide rare internal visibility and also give real insights into the complexity of our network infrastructure.”

## Solution

After a comprehensive market review, Swope Health Services decided to deploy Darktrace’s self-defending platform into the core of its network. Immediately upon installation, Swope Health Services was instantly able to see every device on its network, including all endpoints, IoT, and any rogue devices. The visualization of its network was mapped onto the 3D graphical interface, the Threat Visualizer, which also ranks potential anomalies by their level of deviation from the norm – streamlining resource allocation and more efficient processes.

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Without any training or tuning, we were able to see our complete network, which alerted us to several devices that weren’t on our domain.

**Brian Thomas, CIO**

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Leveraging advances in machine learning and AI algorithms, Darktrace works by establishing a ‘pattern of life’ for every network, device, and user within Swope Health Services’ information systems. From this holistic sense of ‘self’, it can then identify and respond to anomalies in real-time, without relying on rules, signatures, or prior assumptions.

“Cyber-attacks are evolving at an unprecedented rate and healthcare organizations continue to be a top target,” added Thomas. “Darktrace’s ability to self-learn our network and prioritize the anomalies within our infrastructure is game-changing. Because its AI technology doesn’t look for yesterday’s attack to predict that of tomorrow, it has the unique ability to find potential threats that have never been seen before.”

## Benefits

With the Enterprise Immune System, Swope Health Services now feels that they have adopted a mature, and proactive approach to security, based on the newest innovations in machine learning technology for cyber defense. Because Darktrace does not predefine known malicious behavior in advance, Swope Health Services now has the capability to spot all forms of modern threats, irrespective of their point of origin.

“The cyber security problem we face today is a difficult one to solve,” commented Thomas. “Companies need to have a lot of tools in the toolbox, but Darktrace is a must-have. Its self-learning technology brings it all together – with its complete visibility, early threat detection, and smart prioritization of anomalies, we are well-positioned to fight back against even the subtlest cyber-attacks.”

Swope Health Services now uses the automatic alerting system and complete visibility to increase the efficiency of its security team. The team relies on the total network visibility and real-time threat detection technology to detect threats at their nascent stages, before they can do any damage.

“As a healthcare organization, safeguarding the integrity of our patient information and information systems is our top priority,” added Thomas. “While threats are becoming increasingly advanced, the Enterprise Immune System has proven itself invaluable in cutting through the noise to provide us with real anomalies. Our efficiency and confidence in our security stack has tripled.”

After deploying Darktrace’s immune system technology, Swope Health Services feels one step ahead of even the most sophisticated threat-actors. Armed with a self-defending network, Swope Health Services has an unparalleled understanding of its network infrastructure and knows that even as the organization grows, the Enterprise Immune System will grow with it.

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**Brian Thomas, CIO**

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