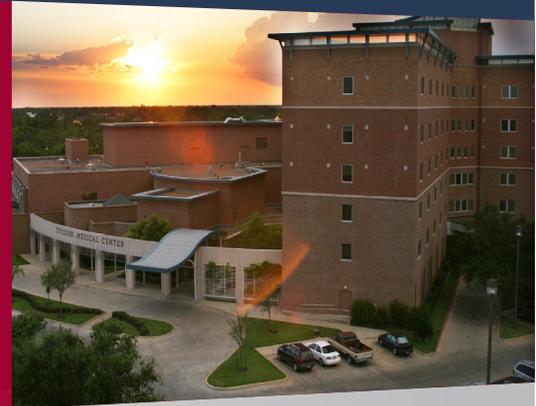


## HEALTHCARE CASE STUDY

# Morphisec Allows Citizens Medical Center to Focus on Saving Lives



### Customer Profile

Citizens Medical Center is a 238-bed hospital in Victoria, Texas, that provides critical care to Victoria and seven surrounding counties. The Citizens Medical Center network includes primary care, cancer treatment, weight loss, and more.



### Challenge

Citizens Medical Center employs more than 1,000 doctors, nurses, and administrators. Their IT infrastructure is a combination of Windows 10 with a VDI from VMware Horizon. On-the-go access to patient information via VDI thin clients is critical to the medical staff at Citizens Medical Center for providing care. The ability to both secure the environment while doing so without additional operational resources was a critical requirement not met by traditional endpoint security solutions.

The combined IT and security team numbered around 30 employees, without a dedicated security resource in the organization. The ability to hire a dedicated security manager was limited due to lack of budget and lack of access to talented security professionals in their local area. Russell Witte, director of IT at Citizens Medical Center, is the designated CISO in the company, with security decisions often made through a committee. Security is an important consideration, but must fit within the constraints of IT management.

"Our goal is to make our endpoints impenetrable to threats, while also simplifying our environment," Russell said. "As a lean organization, this means being able to stop an attack before it happens, so we can continue running critical care without needing immediate attention from IT staff."

Russell needed to find a security stack that could support the needs of Citizens Medical Center IT staff throughout the day and during the off-hours. Especially critical was an easy-to-maintain product that blocked advanced threats without the need for human involvement. This was vital given that Citizens Medical Center does not have a dedicated security resource and IT is only available during business hours.

### INDUSTRY

Healthcare

### ENVIRONMENT

- Endpoints running Windows 10 and VMware Horizon VDI
- Distributed environment across primary care practices, cancer treatment, emergency medicine, weight loss centers, and more

### CHALLENGES

- Protect sensitive personal health-care data and ensure system stability for when IT isn't available.
- No dedicated security resources on staff.
- Zero tolerance for breaches or disruptions.
- Preserve the ability to provide life-saving care 24/7.

### SOLUTION

- Deploy Morphisec and Windows Defender AV.
- Protect the entire enterprise from advanced attacks without adding to the IT burden.

*“Morphisec’s lightweight design was a perfect fit for our Horizon VDI infrastructure. Not only was Morphisec able to shut down a persistent attack and lock it down on the machine, but their technology helped us understand the deep detail behind the origin of attack, methods the adversary was using to infiltrate our network, which ultimately helped us remediate other areas outside our endpoint where the attack was getting in.”*

— Russell Witte, Director of IT at Citizens Medical Center

## Solution

Citizens Medical Center needed a solution that hardened endpoint security against cyberattacks, while also simplifying the IT team’s daily tasks without increased costs. Next-generation antivirus software paired with endpoint detection and response was too cost-prohibitive for Citizens Medical Center to explore as a possibility.

After almost a year of research, including proof-of-concept testing and validation from reference peers in the medical IT space, Russell chose Morphisec along with Windows Defender AV to secure the virtual desktop infrastructure and physical endpoints of Citizens Medical Center. Russell was able to replace their legacy Antivirus with Microsoft Defender AV and reapply savings to Morphisec to help solve for an additional layer of protection against unknown memory attacks. He was convinced after witnessing how a live attack was instantly neutralized and locked down without staff needing to respond to any alerts.

The board approved the choice after Russell shared with them that Defender AV and Morphisec was the most secure and cost-effective option for their needs. “As we’ve watched Defender Antivirus capabilities improve, we felt the time may be right to consider replacing our legacy AV,” Russell said. “Since Defender AV is built directly into the Windows OS, it is a more seamless option that is easy to enable and also comes with meaningful savings that we can reapply over to Morphisec that helps us solve more strategic areas against unknown attacks.”

## Results

Morphisec almost immediately blocked a Trickbot attack that intended to deliver the Ryuk ransomware. Had the attack broken through, it would have taken down Citizens Medical’s emergency critical care.

“Morphisec’s lightweight design was a perfect fit for our Horizon VDI infrastructure,” Russell said. “Not only was Morphisec able to shut down a persistent attack and lock it down on the machine, but their technology helped us understand the deep detail behind the origin of attack, methods the adversary was using to infiltrate our network, which ultimately helped us remediate other areas outside our endpoint where the attack was getting in.”

Morphisec not only blocked the attack, Russell said, but also allowed him deep visibility into the attack chain. With Morphisec, Russell was able to identify the attack and the origin, and receive specific remediation advice that he would not have been able to do alone. This saved the hospital and Russell time and money, and ensured that patients continued to receive the life-saving care they needed.

**Schedule a demo now:** [demo@morphisec.com](mailto:demo@morphisec.com)



[www.morphisec.com](http://www.morphisec.com)

