Decisive

Ensuring healthy data.

Faced with the challenge of protecting millions of sensitive personal health information records, WELL Health needed to find a way to augment its existing cyber security capabilities with a best-in-class security information and event management (SIEM) system that could easily scale.

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The company—Canada's largest outpatient medical clinic owner-operator and leading multi-disciplinary telehealth service provider—turned to Decisive. Working with WELL Health's security subsidiary, Cycura Data Protection Corp., Decisive provided a SIEM that delivered as promised and met an extremely complex set of requirements.

Filling in the "gray space."

Everyone knows Moore's Law concerning the reverse equation between computing power and its cost, and how it predicted the explosion of data. Unfortunately, there was no one as prescient as Gordon Moore to warn about the shortage of skilled people required to protect all that data. Currently, only 60 percent of businesses can find the skilled, experienced people they need to staff a security operations centre (SOC).[1] Around the world, there's a cybersecurity expert shortfall of some 3.5 million people, but demand for resources to augment existing security teams is surging.[2]

It's a problem Vancouver-based WELL Health Technologies faced as it scaled up toward becoming Canada's largest outpatient medical clinic owner-operator and leading multi-disciplinary telehealth service provider. Despite purchasing Cycura Data Protection and Source 44 in 2020, WELL required a ready-to-deploy partner, versed in security operations, to complement their own security program.expertise in a specific area is part of that success.

"We are very much a technical consultative shop," says Paterson. "We do project-to-project type work primarily—we start here and stop there, and we don't try and extend too much beyond that. Decisive seemed to fill in a lot of the gray space that we don't do. So that's why it made sense for us to partner and work together."

What attracted Paterson and his colleagues was Decisive's ability to use the best-possible technologies from the world's leading manufacturers to create a cybersecurity platform that provides comprehensive network visibility of users, applications, and infrastructure. Decisive combines threat intelligence, security orchestration and automated response technology, and best-in-class security information and event management (SIEM).

—— "I knew that what was being deployed was a high-quality solution and that it would be a good fit for an enterprise setting."

Iain Paterson, CEO,
Cycura Data Protection

[1] Exabeam, *2020 State of the SOC Report*
[2] Cybersecurity Ventures, *The 2019 Official Annual Cybersecurity Jobs Report*

"The Decisive SIEM offering is built on a mature practice and best-in-class technology," says Paterson. "There seemed to be excellent knowledge around the deployment and configuration of it. I knew that what was being deployed was a high-quality solution and that it would be a good fit for an enterprise setting."

Decisive's approach to providing next-generation SOC services as a vendor-neutral outside partner was an ideal fit for WELL Health, says Paterson.

"There was limited existing capacity at WELL to implement and operate something as big and complex as this today. We could have built a team around it, but the time and expense of doing so would have outweighed the benefits in our analysis. That's the reality for most organizations that don't have 10,000 employees or aren't very technology-centred. It's not what drives your business. It's never going to be good ROI to hire eight security analysts to implement 24/7 management of a solution platform like this. So, for WELL, it was really a prudent business and security decision to outsource that expertise."

"Decisive's SIEM is a core component because it centralizes a lot of the feeds and provides the visibility we need."

Iain Paterson, CEO, Cycura Data Protection

A security solution that scales.

Personal health information has always been hyper-sensitive, and the integrity and safety of health data is becoming even more vital as organizations like WELL Health begin to make integrated electronic medical records (EMRs) more of a widespread reality.

As it scaled up to extend its EMR to thousands of clinics across Canada, WELL Health recognized the need to protect a burgeoning volume of personal data flowing through its networks.

"We knew we had to have a better ability to audit the comings and goings of account log-ins and traffic through those systems," says Paterson. "We have to feel that we are managing risk in a way that meets the overall business appetite for EMRs. Decisive's SIEM is a core component of that because it centralizes a lot of the feeds and provides the visibility we need to make those risk calculations."

Paterson says that buying a first SIEM is a massive undertaking, especially when an organization is scaling as quickly and broadly as WELL Health.

"It's a lot of mapping around growth and planning how the thing is going to grow over the next two or three years. It's incredibly complicated to capture all the moving parts and think about the entire lifecycle of the product. It's not a simple security tool that you just plug in. It can feel very overwhelming, but Decisive navigated everything very well."

—— **"The value Decisive brings is that they are solution-centric and capable of having meaningful conversations."**

Iain Paterson, CEO,
Cycura Data Protection

On time. On target.

Despite the size and complexity of the project, Paterson says the Decisive team stayed on schedule, implementing the SIEM very close to the projected date.

"That was huge. Normally, these SIEM projects can run very long. Everything went according to plan."

Best of all, says Paterson, there were no surprises along the way.

"Everything—from sales to delivery—was as described. That's a great, positive outcome. The Decisive team has been great to work with. They provide a lot of attention to detail, a lot of customization, and they did a great job understanding the business and the use case for the solution and making sure the fit was appropriate for us. We found everybody at Decisive to be good people, and their culture was very complementary to what we do at Cycura."

Above all, he says, Paterson appreciates the value that Decisive brought to the project, steering Cycura and WELL Health to a solution that provides visibility into security events and its ongoing security posture

"Decisive is not just a product pusher that tries to sell whatever shiny, blinky thing is giving them the best vendor kickback that month. The value Decisive brings is that they are solution-centric and capable of having meaningful conversations around your business objectives, requirements, and processes, and then helping you build security around those requirements rather than just trying to shoehorn something in that might not meet your needs or even leave your data exposed."

Enterprise IT.
Customized for you.

Decisive Group designs, builds, and maintains enterprise IT infrastructure and hybrid cloud, as well as managing and protecting data.

We engage with customers through our hands-on approach, providing guidance and highly personalized service. Solutions-driven, we partner with the world's leading providers of standards-based hardware, software, networking, security, and cloud products with one aim: to optimize processes and improve outcomes for medium and large enterprises.

In 2001, Decisive Technologies was founded as a professional services company in Canada's National Capital Region, and we began offering data centre solutions in 2010. We expanded our offerings in 2013 with the addition of BriteSky Technologies, which originally focused on cloud storage, and in 2021, the companies amalgamated their products and services under the Decisive Group banner.

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