

Customer Case Study: Medical Mutual

Full scope penetration testing gives a competitive advantage.



Industry

Insurance – Healthcare

Challenges

- Threats are continuously evolving.
- Commodity scan-and-exploit tests rarely discover new risks.

Compliance

As an entity that must follow HIPAA regulations, Medical Mutual of Ohio must comply with the requirements to protect the privacy and security of customer health information.

Solutions

Full Scope Penetration Testing

Results

Using findings from the Full Scope Penetration Test, Medical Mutual of Ohio has strengthened its security posture and has a clearer view of where to prioritize future security investments.

Founded in 1934, Medical Mutual is the oldest and one of the largest health insurance companies based in Ohio. They serve more than 1.2 million Ohioans through their high-quality health, life, disability, dental, vision, and accident and critical illness plans. They offer fully insured and self-funded group coverage, including stop loss, as well as Medicare Advantage, Medicare Supplement and Individual and Family plans. Their status as a mutual company sets them apart from their competition. They don't have stockholders, answer to Wall Street analysts, or pay dividends to investors. Their focus is entirely on policyholders and their covered dependents, and they are committed to developing products and services that help their members live healthier through all stages of life.

Business Objectives

- Obtain a clear view of risk so that appropriate investments can be made to protect customer data.
- Earn and maintain customer trust through ongoing efforts to keep private health information secure.
- Transparently approach compliance efforts so all employees, customers, policyholders, and business partners understand and adhere to policies.

Challenges

Like other organizations that store sensitive data, Medical Mutual needed to identify the correct balance of technology, resources and risk for information security and compliance. They knew they could dramatically improve their security posture by improving broad visibility into their risks. They wanted a penetration test that would provide a real-world attack view without going over budget, instead of a limited scan-and-exploit test that rarely discovered anything new.

Solutions

Medical Mutual had previously utilized penetration testing that focused on targeted testing but lacked real clarity into the whole risk picture. NetWorks Group (NWG) recommended a Full Scope Penetration Test that would test their entire security posture, ranging from publicly accessible information to internal systems. This penetration testing methodology ensures that the results provide a practical view into an organization's current risks. In addition to being efficient, the results of this approach are clear and actionable. Medical Mutual appreciated this holistic approach.

We were thrilled with the engagement. NWG demonstrated how real-world attackers would approach Medical Mutual. NWG is the first company we've tested with where there was no argument on the report, findings or methodology. We've been able to move right to implementing lessons learned.

Richard Schuler
Director
IT Security & Compliance

Replicate real-world attack scenarios with full scope penetration testing.

Why NWG?

It's important to many organizations that their penetration tests mimic what would happen if a real attack was taking place. This allows the organization to not only test their investments in security infrastructure itself, but also their response to intrusion. Scan-and-exploit is a security methodology of the past; conducting a Full Scope Penetration Test is the best way to determine an organization's actual risk. Due to NWG's testing approach, knowledge and broad experience, Medical Mutual felt that NWG could provide the test that best fit with their expectations. NWG has the scale to complete large Penetration Tests while bringing the expertise of an organization that has spent decades focused on IT security.

Results

NWG's dedicated project manager ensured effective communications throughout the process and the Ethical Hacking team employed publicly available and custom attack scenarios. NWG was able to not only provide risk identification and demonstration, but also guidance in areas that could be improved to stop the attacker. NWG's approach allowed Medical Mutual to focus on prioritized recommendations for improving their security posture instead of spending time interpreting and debating report findings. Most importantly, NWG provided Medical Mutual with the information necessary to determine how their current security solutions were performing, and how best to prioritize future investments.

Next Steps

Utilizing findings from the Full Scope Penetration Test, Medical Mutual will advance their security posture to mitigate future attacks with the prioritized results provided. Additionally, as Medical Mutual's infrastructure grows and changes, regular Full Scope Penetration Testing — in addition to validating detection and response capabilities — will continue to improve their security posture.



NWG is an Ethical Hacking and Managed Security Services Provider (MSSP) with practices in Offensive Security, Defensive Security, and Integrated Risk Management. Founded in 1997, we have over 25 years of experience delivering services that improve security outcomes. Our services are designed to provide you with a clear risk-informed understanding of your security, so you can invest where it matters. Our unique approach to security not only helps you stay ahead of cyber criminals but also helps reduce costs and increase efficiency.

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