Contact Us

Proactive Cybersecurity Services

Introduction

Gold Coast IVF is a leading fertility clinic located in Woodbury, New York. The clinic's dedicated team of fertility specialists provides comprehensive and personalized care to help individuals and couples achieve their dream of starting a family, offering a wide range of services including in vitro fertilization (IVF), egg freezing, sperm donation, and genetic testing.

Challenge

When a glitch was discovered in the clinic's EMR/EHR software, the centralized system they use to run the clinic's operations, it caused invoicing issues that resulted in unprocessed payments.

The clinic had to fix the issue immediately to continue normal business operations and reached out to Sourcepass, its Managed IT Services vendor, for help.

Our Approach

Sourcepass knew immediately that they could help the clinic by performing an investigation, running Advanced Security solutions, outside of the scope of the clinic's Standard Security agreement.

By running its advanced network monitoring tool, Sourcepass was able to quickly detect an anomaly with the third-party software application that they used for invoicing. After further investigation, Sourcepass determined that the third-party vendor had failed to run a firmware update that resulted in the invoicing glitch.

Sourcepass Advanced Security solutions not only help businesses fortify their cybersecurity posture but they also include the value-add of preventing unexpected interruptions, including those caused by third-party applications, such as the one the clinic experienced.

Solution

The clinic fully realized the benefits of the Advanced Security Services and had wanted to fortify its cybersecurity posture for industry regulated compliance. In addition to finding the firmware issue from the third-party vendor and actively getting the issue resolved, Sourcepass implemented the following Advanced Security Services to avoid future potential interruptions:

- ☑ **Dark Web Monitoring**: Ongoing scans of the dark web to identify any staff credentials that may have been compromised

- ☑ **Cybersecurity Awareness Training**: Annual security training and ongoing email phishing tests for staff to help meet compliance requirements

- ☑ **Monthly Vulnerability Scanning**: Monthly internal/external asset vulnerability scanning and review

- ☑ **Network Monitoring via Security Information & Event Management (SIEM)**: Ongoing logging of security events generated from devices within the network

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> Sourcepass has completed many successful projects for us and we rely heavily on them for their expert guidance. They communicate with us weekly to ensure they are achieving the level of support we need at the clinic.
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> *- Steven Palter, M.D., Founder & Medical and Scientific Director*
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Conclusion

With the clinic now having advanced, always-on monitoring 24 hours a day, seven days a week, and 365 days a year, Sourcepass can proactively detect issues with third-party vendor applications and initiate the remediation efforts before they cause unnecessary disruptions. And, the clinic can have peace of mind that its data and systems are secure.

Contact us to learn more about how our Advanced Security Services can help avoid business disruptions and mitigate cybersecurity risks.