waytek ...a step ahead



Industry - Healthcare

Multi-System Security, Risk Remediation & Instant Incident Recovery

Overview

A prominent healthcare organization partnered with Waytek to manage its complex IT infrastructure, satisfy rigorous healthcare compliance standards, and maintain reliable 24/7 user support over a 10-year partnership.

Operating with over 150 users, hundreds of devices, and multiple internal and externally hosted servers, the provider needed a trusted partner to handle sensitive medical data and protect against critical cyber threats. Waytek delivered a structured management approach that systematically remediated security risks, satisfied audit requirements, and successfully mitigated a high-stakes cyber incident without major business disruption.

About the Client

The client operates as a healthcare facility providing essential care while managing sensitive clinical operations and data systems.

Their operations depended on:

- High availability across 150+ users, hundreds of devices, and multiple server environments
- Strict compliance with regulatory data security standards and annual third-party risk audits
- Reliable, friendly 24/7 technical support for clinical and operational personnel
- Secure backups and instant disaster recovery capabilities to prevent downtime

The Challenge

- Securing a large hybrid environment with both internal and externally hosted systems
- Methodically addressing vulnerabilities identified in mandatory annual third-party risk audits
- Mitigating severe operational risks during active cyber attacks and security breaches
- Maintaining detailed compliance progress reporting for executive board oversight
- Balancing high-level security needs with management's budgeting constraints

The Results

- Fully remediated compliance risks identified in annual third-party security audits
- Recovered full system functionality within hours during a major cyber attack
- Delivered seamless 24/7 helpdesk support for 150+ users across hundreds of devices
- Sustained a secure, audit-ready environment over 10+ years of operation

> "Their expertise was truly proven years ago when our systems were attacked. Waytek acted instantly to take systems down, avoiding a much more serious breach. They then used our backup data to bring the entire system back online within just a few hours, helping us completely avoid a potential mission-critical disaster."
>
> — Jim Scan

The Solution

1. Audit Remediation & Risk Management
   - Developed a systematic workplan to address findings from annual third-party risk assessments
   - Implemented technical controls to eliminate identified security vulnerabilities
2. Governance & Compliance Reporting
   - Generated detailed progress tracking reports for quarterly Corporate Compliance Committee meetings
   - Maintained continuous alignment with healthcare security standards
3. Rapid Incident Response & Disaster Recovery
   - Acted instantly during a major system attack to isolate networks and prevent a broader breach
   - Restored the entire infrastructure from secure backups within hours, avoiding mission-critical downtime
4. 24/7 Helpdesk & End-User Support
   - Provided friendly, round-the-clock technical support for over 150 users and hundreds of devices
   - Ensured swift resolution of day-to-day IT issues for healthcare staff
5. Strategic Financial & Management Support
   - Delivered responsive reporting tailored to leadership's budgeting requirements
   - Provided long-term IT roadmapping across a successful 10-year partnership

Key Takeaway

Proactive risk management, structured audit remediation, and rapid disaster recovery safeguarded sensitive healthcare operations across a decade-long partnership.

waytek.com

888.836.0523