



Company
The Trust Hospital
Company

Country
Ghana

Industry
Healthcare

Solution
AD360 & SM

Licenses
200

Situation

The Trust Hospital Company (TTHC) provides quality healthcare to patients across Ghana through 9 facilities, including 3 hospitals and 6 clinics. With a vision to become one of the West Africa sub-region's best health care organisations, The Trust Hospital Company is focused on improving processes across the board to ensure they deliver quality patient focused services.

Bright Afalkpui-Harley, TTHC Network Administrator aims to streamline internal processes, facilitate collaboration and improve data security. 'Healthcare providers owe it to their patients to deliver a high level of care that extends beyond their medical treatment to the administration processes of handling and securing their highly sensitive personal data', explains Afalkpui-Harley. The healthcare sector is particularly vulnerable to cyber-attacks. The WannaCry attack in 2017 infected 16 health service organisations around the world, including the UK's NHS, resulting in the shutdown of critical IT systems. A study published by the Ponemon Institute in 2015 indicates a dramatic 125% increase in attacks on the health sector over 5 years detailing the risk of cybercrime in the sector.

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Afalkpui-Harley

"In our efforts to shift to digital processes, the number of devices in our organisations network is growing. While this growth helps us achieve our vision it also opens us up to cybersecurity risks", says Afalkpui-Harley. As is typical in this kind of environment multiple users have access to a single endpoint and are accessing and sharing files between doctors and departments, as well as accessing the web. This opens the organisation up to internal and external cybersecurity risk. To mitigate these risks Afalkpui-Harley needed to implement a comprehensive cyber-resilience strategy that increases visibility of the network in order to monitor and control what's happening on endpoints.

Evaluation

Having been a Panda client since 2009, Afalkpui-Harley trusted Panda to implement a holistic solution for The Trust Hospital Company combining Systems Management and Adaptive Defense 360.

Panda Security's Adaptive Defense 360 integrates Endpoint Protection (EPP) and Endpoint Detection and Response (EDR) capabilities with a 100% Attestation service - which involves the classification of all running processes. Only binaries certified by Panda are allowed to run. The service is integral to the solution at no additional cost, requiring no delegation of classification, and without overwhelming alerts. Adaptive Defense 360 also includes a managed Threat Hunting and Investigation Service (THIS) to deliver a new-generation solution to advanced threats.

Panda's EDR model is based on three phases: Continuous monitoring of applications on a company's computers and servers. Automatic analysis and correlation using machine learning on Panda's Big Data platform in the cloud. Finally, Endpoint hardening and enforcement - blocking all suspicious or dangerous processes, with notifications to alert network administrators.

Implementing Systems Management alongside AD 360 allows Afalkpui-Harley and his team to regulate and supervise their network remotely from a centralised console. "Systems Management's easy-to-use, lightweight web console means we have full visibility of all of our devices and can easily take control of devices and do what needs to be done without having to travel" says Afalkpui-Harley.

AD360 is an ideal solution for a dispersed organisational network like TTHC, as it requires very few resources and provides advanced protection from today's threats. Since implementing Panda Systems Management and Adaptive Defense 360 TTHC has been free from viruses and cyberattacks that cause network downtime and have been able to continue to move forward with the digital transformation of their facilities.

Benefits of AD 360

- EDR technology with complete protection against zero-day attacks
- Forensic Information and SIEM integration
- Full EPP capabilities
- 100% Attestation service – validates running processes
- Managed Threat Hunting and Investigation Service
- Mitigates script based and fileless malware
- Close technical support by qualified technicians
- Lightweight Agent

Benefits of Systems Management

- 100% Cloud-based Solution
- Lightweight Agent
- Centralised Monitoring
- Manage Smartphones and Tablets
- Centralised Software deployment

Company Profile

The Trust Hospital was established in 1992 as a not-for-profit health facility to provide healthcare to SSNIT (Social Security and National Insurance Trust) staff and their dependents. The facility was later upgraded into a full-fledged hospital to extend its services to the general public.

In 2010, The Trust Hospital Company Limited was incorporated to facilitate the development of two additional Hospitals and six satellite clinics that provide world-class medical care to patients throughout Ghana.

