



Premise Health<sup>®</sup>



#### CUSTOMER SUCCESS STORY:

## Building an Advanced Virtual SOC for 24/7 Detection & Response

### Premise Health Partners with Deepwatch to Stand Up a Modern SOC Powered by Splunk

#### THE CUSTOMER:

Premise Health is a direct healthcare company that is redefining health care to deliver member long-term health, rather than short-term issue resolution. Defining themselves as “Answering the call for a new standard in healthcare” in their motto, the Premise Health organization focuses on improving the lives of their patients and members. The Premise Health approach identifies root causes of symptoms and treats them proactively, enhancing the member experience and reducing healthcare costs over time.

#### THE CHALLENGE:

##### Securing Healthcare Environments In the New Remote Work Reality

Premise Health provides healthcare services via employer sponsored healthcare. With the increase in virtual visits due to the COVID-19 pandemic, Premise Health was already ahead of the curve as an early adopter of virtual visits for traditional and behavioral healthcare for their customers. Rather, the biggest challenge facing Premise Health’s Security Operation Center (SOC) was shifting their staff from traditional office locations to home offices. Jim Hofstee, AVP Security Assurance and Operations, needed better analysis, more relevant sources, and 24/7 detection and response support.

**Who:** Premise Health

**Industry:** Healthcare

**Revenue:** \$900M

**Locations:** 500 worksite-based health and wellness centers

**Customer Since:** 2019

**Security Department Size:** 27

**SOC Team Size:** 4

#### ABOUT DEEPWATCH

Deepwatch delivers data-driven managed security services while extending customers’ cybersecurity teams and proactively advancing their SecOps maturity. Powered by our innovative cloud-native platform, Deepwatch is trusted by leading global organizations to provide 24/7/365 managed security services.

#### CONTACT US

sales@deepwatch.com  
7800 E Union Ave, Suite 900  
Denver, CO 80237  
855.303.3033

## THE RESULTS

### An Advanced Virtual SOC for 24/7 Detection & Response

After joining Premise Health in 2010, by 2014, Jim helped Premise build an in-house SOC. By 2019, the organization needed more from the legacy Managed Security Services Provider (MSSP) model. Seeking a provider to fulfill their requirements for 24/7 detection and response, Jim stated, “Most MSS providers said they could do everything and meet all of our unique criteria. But when we probed, they simply couldn’t.”



Jim and his team selected Deepwatch based on their ability to meet criteria in the following ways:

#### **24/7/365 CLOUD SECURITY WITH SPLUNK SIEM EXPERTISE**

Deepwatch ensures Premise is proactively protected with 24/7/365 cloud monitoring, threat detection, and rapid response to mitigate against active threats. Additionally, Premise Health gets a dedicated Splunk detection engineer at Deepwatch who tunes the Splunk SIEM and Deepwatch SecOps platform continuously in order to optimize their 24/7 detection and response activities.

#### **FLEXIBLE DEPLOYMENT AND PROCESS INTEGRATION**

Deepwatch works closely with its customers to understand their particular needs and desired security outcomes. “Deepwatch never said we have to do it their way, or they couldn’t support it,” explained Jim.

#### **TRUE PARTNERSHIP**

To Deepwatch, enhancing security program maturity isn’t something that can be accomplished in a vacuum or by driving a specific model, it is accomplished iteratively by learning from the customer and building a strong relationship.

#### **NAMED SQUAD DELIVERY MODEL**

Deepwatch assigned a named team of seasoned security experts to Premise Health. This team of security experts quickly became intimately familiar with the uniqueness of Premise Health’s environment and business goals. As a result, they were able to understand and identify anomalies and address them rapidly to fully support the Premise team.

#### **SMOOTH ON-BOARDING**

With Deepwatch’s 60-day implementation plan, Deepwatch’s dedicated squads are able to attain intricate knowledge of each customer’s unique environment and can tune alerts and threat validation processes.

#### **WHAT’S NEXT?**

Premise Health and Deepwatch have successfully provided security services, including managed detection and response and vulnerability management, for Premise Health, its members, and their data since 2019. Premise Health and Deepwatch look forward to a continued strong partnership.

“Deepwatch was the only MSSP that had the right mix of capabilities and flexibility for Premise Health.”

- JIM HOFSTEE, AVP SECURITY ASSURANCE AND OPERATIONS, PREMISE HEALTH



To learn more about how Deepwatch can collaboratively secure your network, visit [www.deepwatch.com](http://www.deepwatch.com) or email us at [sales@deepwatch.com](mailto:sales@deepwatch.com)