



Industry

Healthcare / Non-Profit

Challenges

Protect donor confidence.
Meet regulatory requirements.
Meet credit card processor requirements.
Tight administrative expense budget.

Compliance

PCI

Solutions

Full Scope Penetration Testing.

Results

PCI compliance has been achieved, but that's only part of the story. CMN Hospitals has gained a better understanding of its risks, so now the organization can prioritize its responses accurately, budget its security spend effectively, and make more strategic decisions to ensure stronger defenses throughout the organization.

About Children's Miracle Network

Children's hospitals rely on donations to close the gaps left by Medicaid and insurance, and Children's Miracle Network Hospitals (CMN Hospitals) has been closing those gaps since 1983. The non-profit fundraising organization directs donations to local hospitals, so donors can make a positive impact in their own communities. CMN Hospitals has collected \$5 billion, much of it a dollar at a time, to fund medical care, research, education, and outreach programs.

Business Objectives

CMN Hospitals depends on online fundraising to support its mission. Its online activities yield tens of millions of dollars in donations, of which almost 90 percent go directly to children's hospitals.

To continue this level of performance, CMN Hospitals needs to ensure donor confidence so every individual and corporation will be comfortable sharing financial information. CMN Hospital's mission relies on a secure and PCI-compliant infrastructure to ensure donations are spent helping children, not paying regulatory fines or ransoms. Trust is a requirement not only to assure donors, but also to preserve the relationship between the organization and its credit card processor.

Challenges

Charities have limited resources, and every dollar spent on security is a dollar less toward their mission. "We need to balance our dedication to service with the realities of today's threat landscape," said Scott Lance, Director of Software Development for CMN Hospitals. "Charities are particularly attractive to hackers because they expect us to be weak. We owe it to our hospitals and donors to be strong."

Solutions

CMN Hospitals chose to prioritize a greater understanding of its risk with a full scope penetration test. "We wanted to know what we didn't know so we could serve our hospitals and donors better," said Lance.

The charity understood that the old approach of running scans and checking a few hosts doesn't align with how companies are actually being attacked today; an effective full scope penetration test has to be tailored to each organization. NetWorks Group placed experienced ethical hackers on site to test aspects of

**FIND OUT WHAT
YOU DON'T
KNOW WITH
FULL SCOPE
PENETRATION
TESTING.**



“ Full scope penetration testing changed the way we prioritize security as an organization. NetWorks Group connected with our mission and gave us the direction we needed to keep raising funds for children’s hospitals into the future. ”

Scott Lance
DIRECTOR OF
SOFTWARE DEVELOPMENT

**EMBRACE THE
RESULTS.
THEY ARE YOUR
ROADMAP TO
REAL SECURITY.**

CMN Hospitals’ security, looking at people, process, and technology. The testers replicated hacking tactics, techniques and procedures that go undetected by most organizations. They were able to flag risks that a scan would not, such as the risk of spear phishing or misconfigured permissions allowing attackers to gain privileged access to systems.

Why NetWorks Group?

Honesty and integrity were a top priority for CMN Hospitals when they chose a penetration testing provider. “You have to be able to trust the people you work with,” said Lance. “The NetWorks Group people keep their word and follow through on their promises.”

The relationship between NetWorks Group and CMN Hospitals has spanned a number of years. “Our history of working with NetWorks Group has lasted because they get the job done quickly, help us understand our issues, and give us practical direction on how to fix problems fast,” said Lance. Open and easy communication is the basis for the relationship’s longevity. “When I have an issue, I can connect with the right person quickly. They listen to my questions and give me input that makes sense for us. I feel like I get the attention I need.”

Results

The initial result to the full scope penetration test was shock. Employees had not realized the nosy “new guys” were actually undercover ethical hackers. Now, the entire staff is far more resistant to social engineering, which is the mechanism for almost half of all documented breaches.


Leadership gained a better understanding of its vulnerabilities as well, and now security has more visibility across the organization. The IT team is using a roadmap provided by NetWorks Group to ramp up its network security program, employing skills learned from NetWork Groups’ formal and informal knowledge transfer. “We’re not guessing now. We’ve put mechanisms in place to help us meet PCI compliance,” said Lance. “We also learned about our holistic risk, and now we’re able to take action to mitigate it.”

NetWorks Group is a Managed Detection & Response (MDR) and Ethical Hacking Service provider. Founded in 1997, we have over 20 years of experience delivering security services aligned with your infrastructure and compliance needs. Our team is comprised of some of the most experienced, well-rounded, and security-conscious people in the industry.

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