

DATAMINR CASE STUDY

Why Dataminr Pulse Is Critical to the Security Operations of a U.S. Healthcare System

A U.S. healthcare system with approximately 30,000 employees and more than 100 hospitals and clinics had an increasing need to protect its staff, patients, facilities and brand—and better shield itself from the recent rise in [cyber attacks on the healthcare industry](#).

That's when it turned to Dataminr and its real-time alerting solution, Dataminr Pulse, for help. Let's explore how and why Pulse—used primarily by the healthcare system's security operations center (SOC)—became a critical tool for the organization.

Increased visibility

The SOC had the difficult task of identifying and maintaining updates on all major security concerns for its 100-plus locations and ensuring the duty of care for the employees and patients at each of those facilities.

Prior to Dataminr, having the visibility needed to effectively safeguard both people and the facilities proved challenging. But now that the healthcare system is using Dataminr Pulse, its SOC receives real-time information on what is happening in and around each location. And while Dataminr Pulse is able to detect risks and events from over 500,000 public data sources, the SOC only receives alerts on the information most relevant to its organization, based on priorities and needs.

As a result, the SOC has increased its overall capacity and significantly expanded its view of emerging risks and unfolding events. And it can now escalate the most critical risks to internal and external stakeholders faster and more easily.

Take for example a high-risk event that occurred near one of the healthcare organization's facilities. It posed a threat to employees and patients and had the potential to escalate. Because of Dataminr's early detection, the SOC was able to immediately: notify key internal and external stakeholders, strategize on collective response efforts in real time and communicate the potential impact to the full organization and the community at large.

Enhanced situational awareness

Maintaining situational awareness of today's risks is increasingly difficult given the unpredictability, frequency and types of threats facing the healthcare industry. With Dataminr Pulse, the SOC is better able to prepare for such risks, from mass casualty incidents to cyber attacks, and maintain real-time visibility as they unfold.



For instance, Dataminr Pulse alerted the SOC to a fire at one of its largest hospitals, five minutes after the fire started. This gave the hospital the extra time needed to respond, safeguard staff and patients and prevent as much damage as possible.

As with all Dataminr customers, the healthcare organization has a dedicated customer success representative who provides any needed support and helps ensure the organization gets the most out of Dataminr Pulse. This support has proven invaluable for its SOC, which frequently has competing priorities and is challenged by resource constraints.

Learn more about [Dataminr Pulse](#) and why it is a crucial tool used by organizations around the world to detect the earliest indications of high-impact events, threats and other business critical information.

