

Case Study: Upgrade to Neoscope Enterprise Shield leads to Immediate Results

Client: The Moore Center, Manchester, NH

Challenge: Despite significant investments in IT infrastructure, Moore Center staff was targeted with frequent malware and ransomware attacks. This was a vital concern for an organization which adhered to strict federal HIPAA (Health Insurance Portability and Accountability Act) compliance standards to protect the security of health information.

Solution: Implementation of Neoscope's Enterprise Shield solution.



"Before we implemented the Neoscope Shield at the Moore Center with technology, training, and governance, they were experiencing regular security incidents. Since implementing the Shield and training their staff both onsite and online, combined with regular newsletters on common Phishing attacks, they have been incident free for over two years and their employees have become more productive by easily identifying and deleting phishing attacks."

– Craig Taylor, Neoscope Chief Information Security Officer

"Since installing Neoscope's Enterprise Shield we have had a reduction in security incidents and a much more reliable network. On an on-going basis, Neoscope provides information and support on IT best practices for HIPAA compliance, general IT security, and links to articles beneficial to the Agency."

*– Janet Bamberg, EVP & CFO
The Moore Center*

CLIENT OVERVIEW

Founded in 1955, The Moore Center is one of New Hampshire's top non-profit agencies with 7 locations and 200 employees. Dedicated to people with intellectual and developmental disabilities and acquired brain disorder, The Moore Center also offers services for children and senior citizens and is a leader in training and development for the human services workforce.

NEOSCOPE ENTERPRISE SHIELD: A FULL PLATFORM OF RESULTS

In addition to its seamless day-to-day IT expertise, beginning in 2015 Neoscope partnered with the Moore Center to implement its robust cybersecurity solution known as the Neoscope Enterprise Shield. This multi-faceted approach to cybersecurity protections includes both general and custom-made procedures to protect The Moore Center 24/7/365:

- **Risk Assessment:** Neoscope cybersecurity experts conducted a rigorous assessment of the ongoing threats, vulnerabilities, potential impact, and estimated likelihood of damage to Moore Center data. This yielded a roadmap the Moore Center could focus its limited budget and resources on while eliminating the greatest risks to their business.
- **Security Governance:** Employees want to do the right thing and policy governance protocols have given Moore Center employees tools to best protect their business and data. "Prior to the Neoscope Shield the Moore Center was quite vulnerable to malware and ransomware attacks. Staff unwittingly opened emails and attachments exposing the network to these dangers," Bamberg said.
- **Security Awareness Training:** The Moore Center employees receive regular training, whether online, onsite, or in newsletters, about how to avoid common cyber-attacks that could bring their business down. "We have an employee who is now a certified HIPAA Security Professional. We issue weekly HIPAA reminders to employees," Bamberg said. "We have updated our password controls ensuring that the network password is updated on a regularly scheduled basis."

- **Advanced Web Protection:** Even antivirus vendors acknowledge that their products are imperfect. The Moore Center has taken advantage of DNS-based web protection that complements antivirus support tools to provide a more immediate response to emerging online threats.
- **Vulnerability Assessments:** Neoscope Shield tests and shares with Moore Center critical risks identified in their website and firewall through periodic vulnerability assessments.
- **Email Security:** The Moore Center utilizes anti-spam tools to keep their inboxes secure. While not needed at The Moore Center, email encryption is commonly used by Shield Clients handling critical client data (SSN's, PCI, HIPAA data, etc).
- **CISO Consulting:** Neoscope Chief Information Security Officer (CISO) Craig Taylor works closely with The Moore Center IT manager through regular client planning meetings and phone conversations to keep the company on track, to answer their most pressing security questions, and acting as their virtual CISO.

FORGING SUCCESSFUL PARTNERSHIPS WITH NEOSCOPE ENTERPRISE SHIELD

“Neoscope and Craig have provided support to the organization in the form of completing an initial risk assessment of the network and assisting in prioritizing the areas needing attention. He also provided some baseline training for staff on cyber security and has provided feedback on network security policy development. For example, we have strengthened our off-boarding process to ensure that ex-employees do not have access to Agency information. Craig performed the annual review of our compliance measures to help ensure that we continue to remain focused on our security.”

– Janet Bamberg, EVP & CFO, The Moore Center

“For all our clients, implementing a defense-in-depth set of cyber-protections within the Neoscope Shield isn’t a luxury but a necessity given the diversity and frequency of attacks on businesses and critical nonprofit organizations such as The Moore Center. Neoscope Shield offerings build security into your organizations and businesses, letting you focus on your mission,” Craig Taylor said.

ABOUT NEOSCOPE

Neoscope is an enterprise security focused IT services company that delivers solutions via a managed services model leading to unparalleled levels of service and customer satisfaction. Neoscope’s staff of certified senior IT professionals evaluates the specific business requirements of each client and then offers clients security-focused best practices technology solutions to accomplish their business objectives. Neoscope’s distinctive proactive managed IT services utilizes tools and secure processes to keep IT systems up and running to maximize employee productivity, increase customer service and reduce costs: all at a predictable and affordable monthly cost. In 2016, Neoscope was recognized as the 8th fastest growing company in New Hampshire by Inc. 5000 magazine, was named to MSPmentor 250 list of the world’s top managed service providers for the third year in a row, and was honored as the 2015 Business Excellence Award winner by New Hampshire Business Review. Neoscope Rocks IT!