

## Customer stories

# Dimence Group chooses Orange Cyberdefense as security partner.



## Dimence Group

### 12 years

The Dimence Group was created 12 years ago from three organizations that are now divided into eight foundations, each with its own target group.

### 70 locations

They offer mental health, well-being and social services in 70 locations. There are about 15 large facilities with approximately 600 clinical beds.

### 4650 devices

The Computerization, Automation & Services department is responsible for the entire infrastructure of the Dimence Group Foundation and monitors about 4650 devices (1400 laptops, 1300 workstations, 350 servers, 1600 mobile phones).

## The role of security in healthcare

Healthcare is dynamic. Due to innovations in legislation and regulations, automation, and the new way of working at multiple locations, developments never stop. That is why renewal and innovation is a continuous process for the IT, automation & services department. The vast majority of the more than 2,800 employees of Dimence Group work on an outpatient basis, which creates a major IT challenge. "We want to offer people convenience in their workplace. People want to be able to work anywhere and have the relevant information at their disposal. This also concerns sensitive patient information. That is a great challenge," says René Rust, Head of Computerization and Automation at the Dimence Group.

"Security is playing an increasingly important role in IT decisions and processes," reports Tim Smals, system administrator at the Dimence Group. "Healthcare data is immensely popular with hackers. In the network traffic you sometimes encounter very strange things.

When you hear what people on the dark web pay for, for example, patient files, you know that it is important to keep a finger on the pulse."

Dimence Group has been well informed about all possibilities for new security solutions. Previously conducted penetration tests and a reference from a trusted peer in the healthcare sector ensured that Orange Cyberdefense was able to guide them in this search.

"We see a true knowledge partner in Orange Cyberdefense. When we think of Orange Cyberdefense, the word 'security specialist' comes up. In the search for new or improved solutions, a market survey is first made by inviting different suppliers. Based on this, a package of requirements is drawn up. Because Orange Cyberdefense is an independent specialist, they were able to offer us the right options to compare so that we could make the right choice."



## "People want to be able to work anywhere and have access to relevant information"

René Rust | Head of Computerization and Automation at the Dimence Group

### Email security

Dimence Group opts for a two-step security. The first layer in this is email security. "Email is the largest flow of information from the outside in and vice versa. The most unwanted things come in via email, such as malware, phishing emails and URL based campaigns," says René Rust. "That is why we chose Proofpoint for our email security," adds Tim Smals. "When we ran the Proof of Concept (POC), we immediately noticed a difference. By placing the POC behind the current email security solution, it soon became clear how much unwanted email slipped through the current setup and we gained insight into how much Proofpoint managed to stop.

We also looked at the management functionalities and what best suits our objectives in administration and convenience. What we also really like about Proofpoint is that they are specialists in email security. It is not a side issue for them, it is their core business. We are still very happy with this choice and there are no incidents yet. "

With Proofpoint, Dimence Group can also move forward in the future. "Since we work with sensitive patient data, encryption is important. We also work with 2,800 end users who are not always aware of the dangers. So there will still be a lot of awareness to be created among our employees. Fortunately, these possibilities are also available with Proofpoint. "

### Endpoint security

The second step in the chosen two-step security model is endpoint security. For example, everything that might bypass the email security is captured by the endpoint security solution. To minimize risks, the Dimence Group opts for the endpoint security solution from Palo Alto Networks. After running several POCs, the choice for Palo Alto Networks Traps quickly became clear. "The story was true from start to finish. Management has been decisive in this. From the management console it is easy to manage the endpoint security policy, investigate security events and perform additional analysis. "

### Sparringspartner

As of July 1, 2020, the additional provisions for the Processing of Personal Data in Healthcare Act (Wvpz) and the General Data Protection Regulation (GDPR) are fully in force. This means, among other things, that patients are entitled to access the medical file online free of charge, as well as to receive a digital copy thereof. They are already working hard at Dimence Group for this. "Electronic patient records will all have to be opened up. These will have to be accessible through client portals and Personal Health Environments (PBLs). This is all accessible from the internet and must therefore always incorporate a high level of security. With a sparring partner such as Orange Cyberdefense we receive all information about developments in the market. Because they actively participate in this and are honest in their advice, we will also turn to them for these future challenges. "

