HEALTHHERO CASE STUDY

Europe's largest digital healthcare provider enhances its cyber security posture with insights gained through Six Degrees' expert Penetration Testing services.

HealthHero is transforming healthcare. By pairing digital convenience with human expertise, HealthHero is placing the highest-quality healthcare into the hands of millions.

The Challenge

HealthHero delivers healthcare services in the UK, Ireland, France and Germany, and the nature of its operations means that it handles highly sensitive personal data that must be protected at all times. As John Morton, Head of Operations, Mental Health, HealthHero, explains: "We process a huge amount of sensitive and special category data relating to healthcare. We are also integrated into the NHS spine, which means that for any GP appointments we deliver all of the notes and prescription information, and everything we deliver forms part of that patient's record on the NHS system. So, if they use us and then they go into their GP the following week, the GP can see the details of the interaction, what happened, what was the result, and whether there were any referrals made.

"From a penetration testing perspective, there's a huge reputational risk of data leakage. It's very sensitive data – it's probably the most private data you could hold on an individual. So, it's really important that we validate that we're taking reasonable steps to secure it and it's also important that we are able to demonstrate to our customers that what we say we're doing is actually implemented and is delivering the security that they expect for these types of services."

In order to test, validate and enhance its cyber security posture, HealthHero needs to carry out regular penetration testing throughout its operations.

The Solution

Six Degrees delivers penetration testing services to HealthHero across a broad scope of its operations. Tests Six Degrees delivers to HealthHero include Azure Configuration Review, Internal Infrastructure Testing, Microsoft 365 Testing, VDI Testing, Mobile Application Testing, and Cloud Platform Build Review.

Benefits at a Glance

Identify and understand risks. Six Degrees' penetration testing services enable HealthHero to identify and understand the cyber security risks it faces.

Gain actionable insights. Six Degrees delivers actionable insights into HealthHero that enable the organisation to address cyber security risks.

Achieve resource efficiencies. By delivering penetration testing in a structured, streamlined manner, Six Degrees enables HealthHero to achieve resource efficiencies throughout testing relative to other penetration testing providers.

Enhance cyber security posture. HealthHero enhances its cyber security posture with insights gained through Six Degrees' expert Penetration Testing services.

Secure, Integrated Cloud Services

John says: "I've worked with a lot of Penetration Testing organisations over the last 15 years. I used to do a lot of compliance around ISO 27001 for information security, so I've worked a lot with penetration testers and auditors around that area. I have to say Six Degrees have a very professional approach, and they are very structured. They have good information gathering at the start so that we've got a very clear scope of what it is we're testing and any exclusions.

"The approach of testing is very clear as well – if we're using authenticated or unauthenticated testing, or if we're testing a particular function. When we bring a new function into our code and we want to test that function, that's been done very well in terms of the pre-test communication, scoping, and communication during the testing. If there are any issues that come up or any blockers there's an open dialogue with the testers to make sure that we get the right result with the test. We know that if there's anything major we need to know about and address immediately that we're doing that in-flight.

"The reports that come out are very, very good. There are a lot of different outputs that you get from penetration testers, but the reports are very easy to read, contain a good level of detail, and we've also got the backup that if we need more detail we can have a conversation directly with the penetration tester who did it to work through the reproduction steps and know exactly how we go about the remediation."

The Results

By working with Six Degrees, HealthHero receives actionable insights that enable it to understand and enhance its cyber security posture. John says: "I've worked with our Account Manager for a very long time across various projects, and the approach has been good in terms of the sales cycle, getting the correct scope in place, assigning the right testers for it, making sure that we've given enough information over – I think that function in Six Degrees is definitely a level above other organisations I've worked with where you're figuring it out on the day of the test because not enough information has been gathered.

"I think that the pre-sales bit is very good and very structured. Our Account Manager puts me under pressure – if they don't have the right information they'll let me know about it and the team are not going to proceed until they've got a really tightly defined scope. It tends to be that once the test is happening it's over to Six Degrees – we don't hear anything usually until the report's reading. This is great, because it saves time and resource on our side so it means we've agreed a very good and detailed scope upfront that everybody's on the same page about."

John concludes: "If I was to compare Six Degrees with other organisations I've worked with in the past I think they're a step above. With other organisations it's been a lot of effort and time on our side because there's been a lack of preparedness on the tester's side around what they thought they were doing versus what they should have been doing.

"I've always been happy with the service from Six Degrees. It presents as very organised and considered in terms of approach for the full cycle of engagement."

Our Solutions

Cyber Services

Enhance your cyber security and safeguard your organisation with our cyber security strategy and advisory, consultancy, and managed services.

Hybrid Cloud

Host all of your workloads in the most appropriate location while experiencing the simplicity of one cloud from Six Degrees.

Connected Workspace

Access the smarter, faster technology needed to make the most of your hybrid working future.

About Six Degrees

Six Degrees is a leading secure, integrated cloud services provider. We protect UK organisations and help them thrive in the cloud by giving them secure platforms to innovate and grow.

We put our exceptional people in a position to succeed, and along with our robust capabilities and strategic vendor partnerships this enables us to support customers on their digital transformation journeys regardless of their maturity, with the goal of enabling them to operate effectively and securely in the cloud.

Our intelligence-led security services provide the most appropriate detection and response capabilities versus evolving cyber threats, ongoing assurance, and rapid response, allowing us to mitigate attacks quickly.

We've aligned all our services to allow customers to navigate the complexities they face today – enabling them to solve their digital transformation challenges and succeed as businesses.

Our vision is to be the UK's number one provider of secure, integrated cloud services.

CNS
at Six Degrees

Enhance your cyber security and safeguard your organisation with our cyber security strategy and advisory, consultancy, and managed services. Speak to an expert: hub.6dg.co.uk/schedule-call-cyber-security