



CUSTOMER CASE STUDY

The Making of a Partnership:

Nicole Thyne, COO, Milford Regional Medical



OVERVIEW

Nicole Thyne

Milford Regional Medical Center is a comprehensive healthcare system that comprises the Medical Center, Milford Regional Physician Group, and Milford Regional Healthcare Foundation. As one of Worcester County's largest non-profit healthcare providers, Milford Regional has more than 2,000 staff, including 300 primary care and specialty physicians, and boasts a 149-bed acute care facility serving a region of more than 20 towns.

Nicole Thyne, executive vice president and chief operating officer at Milford Regional, was looking for an experienced cybersecurity services provider that could assess the security posture and provide strategic guidance on how the organization could improve its resilience. Nicole approached **Towerwall** for help and since then the relationship has matured into an ongoing partnership.

"Milford always had technology partners for their infrastructure and system needs, but none of those incumbents filled this kind of niche for cybersecurity expertise." – Nicole Thyne.



ENGAGEMENT

Milford Regional's engagement with Towerwall began in 2017 when they hired Towerwall to conduct an initial review of their existing security policies.

After carrying out an in-depth assessment, Towerwall provided recommendations on how the hospital could improve security practices, meet HIPAA compliance requirements, and reduce overall risk.

Towerwall developed a strategy and designed an overall plan that best met the healthcare provider's security goals. The plan included deployment of services including **endpoint protection, data leakage prevention, encryption, email protection, and an integrated security awareness program.** Towerwall provided due diligence with vendor-technology selection and oversaw implementation of applications.

Milford Regional was also looking at hiring security talent that could provide CISO leadership on cybersecurity policies and procedures, and management of complex compliance topics. However, being a non-profit community hospital, budgets are limited; the care facility was challenged with finding an attractive candidate. They also suspected the CISO role would not require full-time attention. Instead of signing with a contractor that demanded a minimum commitment of 10-20 hours per week annually or settling on the option of onboarding a part-time CISO for three years, Milford Regional opted for the **Towerwall virtual CISO (vCISO) onsite program,** allowing access to a package of set hours with a hands-on professional CISO.

“Towerwall's vCISO program is perfect for us. It's flexible, not like other programs where they lock you into a fairly large contract. vCISOs are experienced people, they not only understand challenges from a cybersecurity standpoint but also from a business, financial and resources standpoint.” – Nicole Thyne

The departure of a security analyst had left a position vacant at the healthcare facility and management knew they needed someone with GRC (governance, risk and compliance) experience. Milford Regional approached their vCISO with the recruitment task. Together they defined what they needed as an organization. While the cybersecurity industry can be extremely competitive from a hiring standpoint, the vCISO facilitated an introduction and this helped Milford Regional find an ideal candidate.



Results

Towerwall provides ongoing expertise to meet the medical center's cybersecurity needs. Since the healthcare industry is no stranger to ransomware attacks, the hospital has grown increasingly cautious about phishing and any kind of human error that may accidentally jeopardize their cybersecurity posture. To help combat social engineering threats, the cyber team is rolling-out a **formal security awareness and training program** to all employees as well as **implementation of a data classification tool**.

Additionally, Towerwall is helping the medical center evaluate its current state of privileged-access by identifying and classifying privilege access accounts, decommissioning any legacy accounts that no longer require access, documenting the controls that are in place and assessing whether any gaps or risks exist in the current controls and processes.



WHY TOWERWALL EARNs TRUST

For the COO at Milford Regional Center, cybersecurity is all about trust and partnership.

“Towerwall gives us confidence that we adhere to the latest cybersecurity best practices. Their proactive insights, knowledge and resources keep us focused on what needs to be done.

We can depend on Towerwall for anything and everything cybersecurity.”