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Phoenix Children's: Securing data in an evolving landscape

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Tim Foss
Director of IT Security (CISSP)
at Phoenix Children's

Business needs

- Protect critical on-premise, network and cloud data from potential cyberattacks
- Support cybersecurity teams with simplified data environment monitoring
- Proactively identify potential cyber threats with speed and agility
- Quickly respond to and remediate cybersecurity breaches

Business results

- Successfully secured on-premise, network and cloud data with Dell MDR
- Saved time for security teams with 24/7 threat monitoring from a unified view
- Freed up time for IT staff to focus on other value-added activities

Solutions at a glance

- Dell Managed Detection and Response

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Responding to potential threats with intelligence

Cyberattacks have increased exponentially in recent years, nowhere more than in healthcare and public sectors. For many hospitals, data breaches are not a matter of: 'if, but when.'

Phoenix Children's needed to protect itself against ever-evolving security threats. When the system's existing solution phased out, a new solution that could help IT staff to better detect, protect, respond and recover from cyber threats was required.

Since the system had already begun migrating its data to the cloud, it needed a solution that could monitor both on-premise and cloud data. In addition, Phoenix Children's had a lean security team, with just one full-time security analyst. It was crucial that all data environments, endpoints and backups could be monitored 24/7 — without the cost and effort required to hire more staff.

The ability to proactively respond to cybersecurity attacks is vital. Especially in hospitals where there's no room for downtime or compromises of patient data. A solution that could intelligently analyze telemetry data for signs of emerging threats would be invaluable for Phoenix Children's.

Providing security leaders peace of mind

Phoenix Children's asked Dell Technologies to provide a solution offering the security, visibility and resiliency required to thwart modern cyber threats.

"Dell has been our infrastructure partner for at least 10 years. We wanted to put them in the mix because we already had a relationship," remarked Tim Foss, Director of IT Security (CISSP) at Phoenix Children's.

World-class cybersecurity with improved operational efficiencies

After considering the system's needs, Dell Managed Detection and Response (MDR) stood out as the solution of choice. Powered by Secureworks Taegis XDR, MDR is an end-to-end, 24/7 managed service designed to monitor, detect and respond to cybersecurity threats.

With support for more than 50 endpoints, MDR was precisely the solution the system needed to protect both its cloud and on-premise data. MDR provides the system with the unified monitoring it needs for full visibility of everything going on within its data environment.

"MDR allows us to get all the endpoint telemetry data, bring in data collectors and push our log sources to that for our on-premise equipment," explained Foss.

Thanks to MDR's 24/7 threat monitoring and support from expert security analysts, Phoenix Children's IT staff have time to focus on other value-added activities. Plus, with MDR's remote remediation capabilities, the system's single security analyst can enjoy peace of mind knowing that Dell Technologies' certified security experts are always ready to assist with recovery.

Foss concludes: "With Dell MDR, my team was able to save a significant amount of time and effort by only dealing with the things that were really important."

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Learn More About Dell Managed Detection and Response

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