

Company Nurse Protects Workers' Compensation Data

Summary

Organization

A leading provider of workplace injury reporting, nurse triage services and COVID-19 health screenings for employers

Industry

Healthcare Services for Workers' Compensation

Customer Environment

SharePoint, OneDrive, S3

Business Problem

Further protect private workers' compensation data on behalf of customers and users

Results

Retracted files that had been shared with a third party that no longer needed to be retained. Found opportunities to tighten access privileges and correct file oversharing.

The Business Problem

Company Nurse eases the pain of workers' comp by completing incident reports, providing appropriate care advice to injured workers, managing providers for referral and more. The forms and reports Company Nurse uses often contain sensitive, personally-identifiable information and, as is the practice throughout the industry, Company Nurse uses email and other online sharing tools to collect and route these files.

The company was in the midst of introducing the industry's first (and only) secure, cloud-based API for workers' comp data collection and distribution. Security is high on the list for most customers, and replacing email and online sharing would give Company Nurse a powerful differentiator that competitors would be hard-pressed to match. But first they had to further secure the data they already managed.

Choosing Concentric

Concentric's Semantic Intelligence™ solution automates unstructured data security using sophisticated natural language processing technology, delivered as a cloud service. Company Nurse realized Concentric could further secure the millions of workers' comp documents they managed. After confirming the solution with an accelerated in-house proof of concept, Company Nurse put Semantic Intelligence into production.

How It Works

Semantic Intelligence uses deep learning to autonomously group Company Nurse's unstructured files into hundreds of available thematic clusters. The solution understands the meaning and context of each document, making it far more accurate than crude keyword counts or searches based on regular-expression matches.

These thematic clusters are the foundation for the solution's risk management approach. Concentric's patent-pending risk-distance technology establishes a security baseline for each cluster. These baselines include sharing practices, file locations, access privilege configurations, group memberships and more. Risk is revealed by comparing each individual file's security factors to the cluster's baseline.

Other data security tools rely on complex, content-aware rules and policies to spot risk. That means IT staffers must become content experts before they can effectively write the necessary rules and policies. With Semantic Intelligence, Company Nurse manages data risk without needing more resources. Deep learning and risk-distance technology automate the entire data security and risk assessment process.

Implementation and Results

Company Nurse uses a variety of cloud services for data and application management, including SharePoint, OneDrive and S3 data buckets. They

also leverage third-party business services that occasionally require data sharing. Each of these factors represent a threat surface that needs protection to avoid data spills and loss. Company Nurse utilized Concentric to proactively address this potential threat.

Once Company Nurse put Semantic Intelligence into production, the solution needed approximately two days to deep-learn the files in the company's various data stores. Two data security issues were found.

The first involved a large number of files containing PII that were accessible by more employees than necessary. Company Nurse centrally updated configurations for these files using Concentric's solution to limit access to only those employees

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Every customer conversation includes security. Thanks to Concentric, we're protecting our customers better than anyone else in the industry.

Henry Svendblad
CTO, Company Nurse

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with a business need. This least-privileges approach is a proven strategy to proactively block attackers from accessing files sensitive files via compromised accounts.

Company Nurse also found files that had been shared with an auditor and no longer had a business purpose. In this case, the files were simply deleted. In both cases, the company proactively identified and remediated potential data security exposures.

Semantic Intelligence continues to protect data for Company Nurse. Security monitoring is continuous and the company easily spots overshared files, locates files stored in inappropriate locations and manages risk. With Concentric, the company now confidently highlights its security leadership with prospective new customers.

Benefits and Results

- Software-as-a-service model delivered quick time to value so Company Nurse could further establish security leadership in the market
- No need for rules, policies or complex configurations eliminated the need to hire and train additional IT staff or resources
- Reduced potential risk exposure from overshared files and unnecessary third-party access

Next Steps

Once Company Nurse completes the transition to an API-based model, they'll no longer transfer documents via email or online sharing. But the company will always have a need to protect unstructured data. No matter what's next, Concentric will be there to help Company Nurse manage data risk and protect customer information.



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