



DEEPWATCH™
Always Watching. Always Protecting.

CUSTOMER SUCCESS STORY

Healthcare Organization Strengthens Cybersecurity with Deepwatch, Reducing Alert Fatigue and Maintaining Compliance

“Deepwatch helps us align with critical security frameworks, reduce alert fatigue, and meet cyber insurance requirements—while giving us confidence that we’re building toward a stronger security posture.”

— Director of IT Security, Leading Healthcare Organization

CHALLENGE

Balancing Scale, Compliance, and a Stronger Security Posture

Operating in one of the most highly regulated and targeted industries. The organization needed a partner that could deliver both expertise and continuous coverage. The challenge was not about lacking capability—it was about scale. With millions of events ingested daily, the team sought a way to separate noise from true indicators of compromise, ensure compliance with evolving frameworks, and demonstrate security resilience to cyber insurance providers.

“We wanted a partner who could help us focus on what really matters. Deepwatch brings the expertise and visibility that lets us operate with confidence while we continue building toward a stronger security posture.”

- Director of IT Security, Leading Healthcare Organization

SOLUTION

Speed, Precision, and Partnership in Action

Deepwatch became an extension of the organization's security team, providing **24/7/365 managed detection and response through the Deepwatch Guardian MDR Platform™**. The collaboration goes beyond monitoring—it's about outcomes.

One example stands out: Deepwatch detected suspicious activity in the customer's environment and escalated it immediately. Within minutes, the security team had the context they needed to respond and remediate.

In addition to filtering alerts and strengthening compliance, Deepwatch provides continuous coverage and proactive defense. By leveraging Deepwatch Guardian Labs, the organization gains greater visibility into emerging threats across the healthcare ecosystem. This expertise is especially valuable for managing third-party and partner risk, one of the industry's most pressing challenges. Deepwatch's human-led approach also eases the burden on the in-house team by covering after-hours monitoring, helping staff stay focused on higher-value projects and maintain a sustainable work-life balance.

“Deepwatch identified an issue, provided the details, and we had it resolved in five minutes. That speed and precision are exactly what we need in healthcare.”

- Director of IT Security, Leading Healthcare Organization

ENTERPRISE DETAILS

Industry: Healthcare

Headquarters: Midwest, United States

Employees: 6,000+

Security Team Size: 8

Customer Since: 2018

Product: Deepwatch Guardian MDR Platform™

www.deepwatch.com



OVERVIEW

Advancing Security Posture in Healthcare

A nationally recognized healthcare provider specializing in physical therapy, operates hundreds of clinics nationwide with over 6,000 clinicians and staff. As a healthcare leader, the organization must safeguard sensitive patient data, remain compliant with rigorous regulatory standards, and protect operations from an increasingly sophisticated threat landscape.

Partnering with Deepwatch has enabled the company to streamline detections, reduce alert fatigue, and achieve measurable progress toward compliance while strengthening its overall security posture.

CUSTOMER TESTIMONIAL

“Deepwatch helps me focus my team on the alerts that truly matter. They give us confidence that we’re aligned with industry frameworks, meeting insurance requirements, and building toward a stronger security program every day.”

— Director of IT Security, Leading Healthcare Organization



CYBER OUTCOMES

From Noise to Clarity, From Alerts to Action

The partnership with Deepwatch has delivered measurable results, including:

- **A 30% reduction in alert fatigue** by filtering for only high-fidelity alerts.
- **Improved compliance alignment** with NIST CSF 2.0, ISO 27001, HIPPA 2.0 and MITRE ATT&CK framework.
- **Faster response and remediation**, including an incident resolved in minutes with Deepwatch's real-time escalation with humans in the loop.
- **Confidence in cyber insurance readiness** through documented controls and transparent reporting.
- Laying the foundation for tracking **MTTD and MTTR metrics**, enabling continuous improvement of ATI's security posture.
- **Enhanced executive communication** with clear, metrics-driven reporting that translates technical detail into business context.

“The metrics approach that you took, especially with Deepwatch’s quarterly and monthly reporting, is extremely powerful. Our executive leadership team is impressed that we ingest over four billion events monthly, yet Deepwatch helps us distill that down to a few hundred events of interest, and ultimately just a dozen or two critical alerts. That kind of clarity builds confidence at every level.”

— Director of IT Security, Leading Healthcare Organization



ABOUT DEEPWATCH

Deepwatch® is the leader in Precision MDR powered by AI and humans. We amplify human expertise with AI insights to reduce the risks that matter most to your business. Our protection is proactive, preemptive and responsive, tuned to your business, with no black boxes, and watched by experts 24/7/365.

CONTACT US

GET STARTED

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