> "Our internal operations are more efficient, and everyone sleeps better at night knowing we are efficient, secure, and compliant."
>
> **Kevin Stansbury**
> CEO, Lincoln Health

Lincoln Health needed a better way to mitigate cyber risk

Lincoln Community Hospital and Care Center serves the rural community of Hugo, Colorado. Their leadership team was acutely aware of the cyber risk facing hospitals. Lincoln recognized that its existing IT environment had fallen out of date and was incapable of meeting their needs. It did not have comprehensive visibility or effective threat detection across their environments, leaving them exposed to potential threats. Lincoln Health was uneasy that something would be missed and, given the pivotal role they play in the Hugo community, knew they must make a change to ensure they could continue to provide crucial services.

Elevate IT transforms Lincoln Health's technology and security

Lincoln Health turned to Elevate IT Group to provide more comprehensive IT services and reimagine its security approach. The team at Elevate IT spent over 100 hours learning the ins and outs of Lincoln Health's business and technology, identifying several opportunities and risks with Lincoln Health's current processes and technology, including the lack of visibility across their disparate systems. Elevate IT developed a strategic technology roadmap for Lincoln Health that would secure them now and set them up to provide better care in the future. Part of that plan included deploying their solution set including Todyl SIEM and MXDR to ensure that Lincoln Health had full visibility—from cloud environments to hardware firewalls—and that these systems were vigilantly watched around the clock.

$300K savings
to hire more healthcare staff

+217%
in visibility across firewalls, devices, and cloud environments

+74%
in efficiency for HIPAA compliance reporting

Supporting better healthcare outcomes in rural communities

With the guidance of Elevate IT, Lincoln Health experienced a full internal transformation. First, they have 100% confidence in Elevate IT and Todyl MXDR's ability to prevent, detect, and respond to threats. They've also seen a massive boost in internal productivity thanks to Elevate's support and training on new technology.

These savings—both financial and operational—enabled Lincoln Health to deliver better health care outcomes to their communities. With the savings, they hired three more health care staff and continue to support the residents of Hugo without worrying about their IT and security systems.

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Lincoln Health is a critical part of the rural Hugo, Colorado community

Hugo is a small community of less than 1,000 residents that sits on the eastern plains of Colorado. Lincoln Health has served the town and surrounding areas as the only hospital for over 65 years, so it provides critical access to healthcare services that Hugo and Lincoln County residents couldn't receive elsewhere.

The hospital's IT approach put them at risk of a cyberattack

Given the hospital's crucial role in the community, they need strong security to ensure they can treat patients efficiently—any downtime has serious consequences. Their existing IT and security approach was outdated and reactive, falling short of these goals. As a result, the hospital's 250+ devices were left almost unprotected, so they decided to find another option.

Elevate IT conducted a comprehensive security risk assessment

Elevate IT started with a comprehensive security risk assessment (SRA) to identify gaps, support HIPAA compliance, and create a strategic technology roadmap that Lincoln Health could use with their board. From the assessment, Elevate IT identified that Lincoln Health had limited visibility—they ingested a small subset of firewall data and only a handful of their 250 devices across six locations. On top of that, there was no visibility into the number of alerts or threats the previous security systems had detected or investigated.

Creating quick wins while building for the future

Elevate IT developed a comprehensive technology plan and roadmap to help Lincoln Health operate more efficiently, including implementing additional controls around EMR. As part of that plan, Elevate IT immediately deployed their technology package, including Todyl SIEM and MXDR. With Todyl SIEM, they were able to increase visibility to cover all hardware firewalls, devices, and hosts within a week. Elevate IT then worked closely with MXDR to ingest additional data sources to ensure 100% visibility and detection coverage for Lincoln Health.

Empowering Lincoln Health to deliver better health care outcomes to rural populations

Lincoln Health now has full confidence that both Elevate IT and Todyl are watching out for them and their patients. They have realized significant cost savings that allowed them to invest resources into providing more care for their patients and provide better care for the Hugo community. In addition, Elevate IT hired a local Hugo resource to provide day-to-day help desk support and expertise within the Lincoln Health system.

About Elevate IT

Elevate's unique approach to IT, the Elevate Way, layers strategic proactive services, processes, and tools on top of traditional reactive managed services. The Elevate Way was designed and built by business and technology leaders who have served companies in IT support for over 75 years and have learned that IT without direction, visibility and purpose creates a dangerous money pit for leaders and their organizations.