

Medicus IT Cuts Latency and Boosts Security for Healthcare Clients



INDUSTRY

Technology Solutions

HEADQUARTERS

Alpharetta, Georgia

COMPANY SIZE

300 employees

OVERVIEW

With 35+ years of experience, the team at Medicus helps healthcare organizations think differently by strategically leveraging innovative technology to mature operations, mitigate risk, and accelerate growth — all while planning for the future and improving overall technology experience.

OUR SOLUTION



Harmony

Secure Users & Access



The overall sentiment was that Check Point offered a comprehensive solution with a strong industry reputation, competitive pricing, and robust technical capabilities that met their specific healthcare IT security needs.

Emily Rosenblatt, manager of growth operations at Medicus IT



CHALLENGE

As a managed IT services provider specializing in healthcare, Alpharetta, Georgia-based Medicus IT operates offices throughout the U.S. and supports and secures client locations nationwide. Its client base of more than 6,000 healthcare providers comprises smaller-scale healthcare organizations, including ambulatory care facilities, and community health centers. These health service providers often struggle with securing their systems from data breaches, ransomware, denial-of-service attacks, and more. “Our vision is to be a top 1% service provider in every aspect of IT, from call times to response times to the uptime we provide,” said Michael Jann, EVP of innovation and technology at Medicus IT.

“We’re driving healthcare forward, helping doctors to focus on patients more and not worried about the minutia of the technology they depend upon,” Jann added.

To safeguard client data, Medicus IT employs a comprehensive, healthcare-focused set of cyber security services, including threat remediation, 24/7 monitoring, risk assessments, data protection, and helping clients implement proactive security measures – all crafted especially to protect sensitive personal health information (PHI), while ensuring compliance with regulations like HIPAA. “We provide the experience and knowledge necessary to meet HIPAA and other regulatory mandates,” added Jann.

Due to increased growth and the demands for remote work, many of Medicus IT’s clients sought more reliable, secure, and cost-effective ways to provide remote access to their employees and partners. Traditional commercial remote access products are becoming increasingly expensive due to recent price increases, and clients are being required to maintain legacy hosts and additional infrastructure, so their operational costs continue to climb.

To help its customers solve these challenges, Medicus IT set out to find a purpose-built secure access solution. One that can address the unique challenges faced by healthcare organizations, from regulatory compliance to protection against the heightened cyber threats targeting the healthcare sector. Medicus IT was also looking to improve the end-user experience and enhance their security posture with strong authentication and zero trust capabilities.

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Check Point aligns with our mission to provide transformational technology support services that enable our clients to focus on patient care rather than technology concerns.

Michael Jann, EVP of innovation and technology at Medicus IT

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SOLUTION

After evaluating various secure remote access options, Medicus IT selected Harmony SASE Private Access. Harmony SASE Private Access provides Medicus IT with all the essential technical capabilities Medicus IT requires, such as two-factor authentication and robust, secure access capabilities for granular access controls – essential capabilities to keep mission-critical IT systems secure and compliant. “The overall sentiment was that Check Point offered a comprehensive solution with a strong industry reputation, competitive pricing, and robust technical capabilities that met their specific healthcare IT security needs,” said Emily Rosenblatt, manager of growth operations at Medicus IT.

Harmony SASE Private Access provides Medicus IT robust, healthcare-focused cyber security. Its zero-trust architecture ensures only verified users and devices access sensitive applications like EMR/EHR systems. With rapid deployment, full-mesh connectivity, and granular access controls, Harmony SASE Private Access minimizes breach risks while maintaining HIPAA compliance. Its high performance, low-latency connections, and unified cloud management simplify secure access for Medicus IT’s 6,000+ providers, reducing costs and complexity. Integrating seamlessly with existing infrastructure, Harmony SASE Private Access protects against phishing and ransomware. It also provides robust device posture check to ensure corporate devices meet company security standards before they are allowed to connect to the network. All of this empowers healthcare organizations with scalable, compliant, and efficient security.

One specific Medicus IT healthcare services provider client was experiencing rising latency challenges, with users in distant locations experiencing slow connection speeds impacting productivity — especially when connecting to their centralized data center infrastructure. Because Medicus IT’s services team was able to implement Harmony SASE Private Access without requiring any direct client interaction with Check Point, perfect for Medicus IT’s “white glove” service that provides dedicated project teams that handle all aspects of technology deployment and management for clients.

Also crucial in this deployment: Medicus IT successfully migrated its customers while ensuring minimal disruption to healthcare operations. Medicus IT’s team swiftly configured Harmony SASE Private Access to enable secure access to critical healthcare applications while enforcing access controls that limit connections to only approved IP addresses, significantly enhancing security compared to the previous remote access product.

OUTCOME

Harmony SASE Private Access provided Medicus IT and its customers with substantial, tangible, and immediate cost benefits. For instance, with its initial client implementation, Medicus IT found direct savings of about 40% in transitioning from their legacy remote access environments. These savings resulted from eliminating the need for additional hosts, Microsoft licensing, and Citrix licensing that would otherwise have been required to support growing operations. One client, who was at the point of needing to purchase additional host infrastructure to support their expanding operations, avoided this capital expenditure entirely by transitioning to Harmony SASE Private Access. The cost efficiency gained through this implementation allowed healthcare organizations to redirect resources toward other critical initiatives while maintaining secure access to their essential applications.

End-user experience improved significantly following the implementation, with no reported connection slowness or performance degradation issues. The Harmony SASE Private Access architecture enables users

to connect directly through cloud-based secure tunnels rather than backhauling traffic through on-premises data centers, improving connection speeds for users in remote locations. Much of the positive feedback from end-users stemmed from no longer experiencing the latency issues they encountered with their previous environment. The intuitive user interface also contributed to higher user satisfaction. “The end-user experience of Harmony SASE Private Access has been very receptive. There haven’t been issues regarding latency or anything like that,” said Rosenblatt.

Harmony SASE Private Access considerably strengthens Medicus IT’s customer security posture, especially by addressing the healthcare industry’s critical need for robust cyber security protections. The Harmony SASE Private Access architecture provides enhanced protection compared to traditional VPNs and Remote Desktop Protocol (RDP) by replacing them with Zero Trust Network Access (ZTNA) and secure, agentless application access. Granular access controls further reduce the attack surface.

Also, by restricting access to specific applications from approved IP addresses, healthcare organizations can maintain regulatory compliance while protecting sensitive patient data. This security enhancement is particularly valuable in the healthcare sector, which remains a primary target for cyber attackers and where data breaches can result in substantial regulatory penalties and even disruption to the delivery of critical care.

Looking forward, Medicus IT plans to continue its partnership with Check Point, and early successes have positioned Check Point as a key partner in Medicus IT’s security offerings, with the potential for expanded deployment across its client base.

Through Harmony SASE Private Access, Medicus IT can equip its healthcare clients with modern, secure access that delivers measurable benefits, including reduced costs, enhanced user experience, and strengthened security posture. “Check Point aligns with our mission to provide transformational technology support services that enable our clients to focus on patient care rather than technology concerns,” Jann said.

ABOUT CHECK POINT

Check Point Software Technologies Ltd. (www.checkpoint.com) is a leading protector of digital trust, utilizing AI-powered cyber security solutions to safeguard over 100,000 organizations globally. Through its Infinity Platform and an open garden ecosystem, Check Point’s prevention-first approach delivers industry-leading security efficacy while reducing risk. Employing a hybrid mesh network architecture with SASE at its core, the Infinity Platform unifies the management of on-premises, cloud, and workspace environments to offer flexibility, simplicity and scale for enterprises and service providers.

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