LOGPOINT

RAM INFOTECHNOLOGY

HOW LOGPOINT HELPS RAM INFOTECHNOLOGY ACHIEVE SUPER-COMPLIANCE IN HEALTHCARE IT SERVICES

ram infotechnology

FACTS	
Customer	RAM Infotechnology
Industry	Services, IT Services
Location	Utrecht, the Netherlands
Objectives	Supporting super-compliance, boosting cybersecurity and enabling delivery of managed SIEM services

LOGPOINT

- Supports compliance with a vast array of industry standards
- Reduces time spent on compliance reporting
- Was up and running in days
- Enables delivery of managed SIEM services to RAM Infotechnology
- Ensures visibility across silos

Logpoint enables RAM Infotechnology to stay compliant with an impressive array of industry standards, while at the same time boosting cybersecurity and opening a new revenue stream providing managed SIEM services to end-customers.

BACKGROUND

RAM Infotechnology is a Dutch IT services company, specializing in IT outsourcing, managed services and cloud-based services. Headquartered in Utrecht, the company has 180 expert employees primarily serving the public healthcare sector and payment processing industry. While inherently different industries, they are joined by extreme requirements for cybersecurity, and protection of personal information.

In the Healthcare sector, RAM Infotechnology handles more than 15 million electronic patient records, primarily within elderly care and psychiatric care. To ensure the highest possible standards in handling sensitive information, RAM Infotechnology has invested in an array of certifications, including ISO 9001, ISO 14001 and ISO 27001, the NEN 7510 extension to ISO 27001 and the SOC 2 Type 2 based on the ISAE 3000 framework. As a service provider to the payment processing industry RAM Infotechnology also adheres to the PCI-DSS standard and needless to say, RAM Infotechnology also complies with the EU General Data Protection Regulation (GDPR).

RAM Infotechnology also operates a Security Operations Center (SOC) and a state-of-the-art Data Center for infrastructure hosting and application hosting. The company also offers advanced Disaster Recovery services, based on real-time replication of client IT environments rather than traditional backup, ensuring minimal recovery time for business-critical applications.

THE CHALLENGE

To document compliance with the array of standards applied to RAM Infotechnology operations, the company needed a SIEM solution able to provide log collection and analytics across the entire infrastructure, including the company hosting center and in the Microsoft Azure cloud.

A key reason for the requirement was the pursuit of compliance with the NEN 7510 extension to the ISO 27001 standard. While log collection and analytics is usually handled at the application level, that is not

the case on the server level. An efficient SIEM solution was needed to document access to databases, file servers, etc. to comply with the standard.

"At RAM Infotechnology, we handle massive amounts of sensitive data. Compliance with standards is not only a customer requirement but it's also our way to prove that we have taken all possible measures to protect the data that our customers entrust us. It's our way to walk the talk, so to speak," says Frank Waarsenburg, CISO at RAM Infotechnology.

CONTACT LOGPOINT
If you have any questions or want to learn more about Logpoint and our modern SIEM solution visit www.logpoint.com

THE SOLUTION

The path leading to the selection of the Logpoint SIEM solution began in an exclusive ISO 27001 User Group attended by Waarsenburg. Logpoint was recommended by a fellow Security Officer, and in particular, the Logpoint node-based cost model eliminating concerns over the variable cost of other SIEM solutions sparked interest.

The recommendation in the professional network led to the first contact to iSOC24, a Logpoint certified Gold partner since 2013, specializing in cybersecurity in the Benelux-region. Following a Proof-of-Concept, Logpoint was selected as the platform of choice for multiple reasons.

"I like the Logpoint concept: The modular design, the layered setup, and the way the system fetches and collects data. I like that you can add nodes and not be concerned with data increases and consequently higher costs. I don't like systems that have variable cost, which is always something that makes financial managers uneasy", says Frank Waarsenburg.

Another key parameter was the experience with iSOC24 and Logpoint throughout the process: "iSOC24 and Logpoint have a knowledgeable and technology-savvy staff. They speak the same

same language as we do. Time from quote to full implementation was less than three months, and in fact we were up and running in days, once we began implementation."

THE RESULTS

While initially scoped to support compliance at RAM Infotechnology, Logpoint also provides an efficient tool to improve Cybersecurity. Logpoint Advanced Analytics allows Waarsenburg and his team to detect anomalies in the infrastructure in real-time and address any security issues before they escalate.

However, that's not all. The introduction of Logpoint has also allowed RAM Infotechnology to expand business by offering managed SIEM services based on the Logpoint solution to customers in their SOC and Data Center. Logpoint effectively provides a triple benefit to RAM Infotechnology supporting compliance, bolstering security, and enabling an expansion of the existing business.

"Bottom line is that Logpoint enables us to document compliance with a wide variety of

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Frank Waarsenburg
CISO

standards and boost security as well. The SIEM solution enables us to provide our customers with better services and support. We are already delivering Logpoint-based services to two customers and are planning on expanding the installation. Logpoint is now a part of our service offering and is generating revenue", says Frank Waarsenburg.