

Case Study: an insurance claims management company

Highlight Visibility into network activity

Background One long-standing customer of PresiNET provides health care payers with a total claims management solution that seamlessly and electronically integrates internal claim management systems with external loss control programs. The organization provides a proven, cost-effective system which delivers reductions in claims payments by 3-10% annually.

Pain Point Because this company processes medical claims, they are privy to a great deal of confidential information. Government regulations like the Health Insurance Portability and Accountability Act (HIPPA) are very strict about what organizations can and cannot do with data, and there would be serious penalties if something were to happen to the data. As their Chief Technical Officer points out, "For us more than others, it's critical to ensure that the environment we operate in is safe and secure." But regulatory concerns were only part of the motivation for approaching PresiNET. "Probably 75% of the reason we went this route is just running a good business."

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CTO of an insurance claims management company

Implementation The CTO says the installation was quick. "From the time we signed a contract we had a device installed in just a couple of days. And fairly soon after that we knew we had a good fit. We took some time to go through the system, monitor what it was doing, and look through the data it had generated. We were surprised by the amount of activity we saw."

Outcome Like many other organizations, this one was previously in the dark about much of their network activity. "It's been interesting to see the number and frequency of attacks – the system provides a window into exactly what's happening and who's trying to get in. Previously we simply didn't know. Our executives also enjoy the ability to get reports about what people may or may not be doing online. But probably the biggest benefit for us is that it's a major function of the business that we don't have to deal with. With HIPPA and health care being as important as they are, and security being as important as it is, we would have to hire some senior level staff and buy some very expensive equipment to get the same value and provide the same services."

