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How Augmedix Uses Trustwave MDR to Protect Vital Personal Healthcare Information

CASE STUDY

When Augmedix, a medical documentation service, realized it could not effectively keep pace with the flood of information that was arriving daily into its Security Information and Event Management (SIEM) system, the company reached out to Trustwave to implement its Managed Detection and Response (MDR) solution to handle the task.

Client spotlight

Augmedix is a San Francisco-based software-driven medical documentation company that serves health systems and clinician practices across the U.S. Augmedix's solution is provided through an Augmedix-supplied smartphone or Google Glass that must be highly secure due to the personal health information that is involved. The smartphone or Google Glass device captures the natural conversation between physicians and patients, which is then processed through its Ambient Automation Platform to provide timely and comprehensive medical notes and a suite of related data services.

The Challenge

Ashfaq ul Haque, Head of Privacy & Information Security for Augmedix, explained the challenge for his firm was making certain the personal health information in its care was secure from outside threats. The company had implemented a comprehensive security and risk management framework and added a SIEM tool provided by another security firm to accomplish this task but found the product did not satisfy Augmedix's needs.

One of the first issues Augmedix recognized after putting these security measures in place was that the company needed the ability to effectively monitor the SIEM in real time and also respond to incidents.

To remedy this situation, Haque said, the company investigated either creating its own security operations center (SOC) or bringing in an outside supplier to take on that task, with Trustwave being one of the firms under consideration.

Trustwave's earlier relationship with Augmedix as its penetration testing partner gave the company a leg up on the competition. The penetration testing Trustwave conducted, per Haque, meant that we came into the discussion with a deep understanding of Augmedix's needs and system environment.

"The relationship we had with Trustwave influenced our decision to go with Trustwave," Haque said.

The Solution

The complete process of onboarding Augmedix onto Trustwave's MDR platform lasted about three months. According to Haque, the process was complex, but implementation was smooth due to Trustwave bringing in a large team that worked closely with his security personnel.

"We had regular weekly meetings with the Trustwave team and even when we needed additional support - say some of our team members were having an issue understanding something - Trustwave was ready and willing to accommodate us," Haque said, adding "we were in constant touch with the Trustwave team."

Much of this communication was through the account manager Trustwave assigned to the project. "The account manager was involved in the weekly meetings and would follow up afterward to handle all the action items from the meetings," Haque said.

This high level of communication did not stop once the solution was installed. Augmedix continues to have regular meetings with its Trustwave account manager to discuss what the MDR platform and its Fusion interface have uncovered.

"There is a monthly meeting with our account manager where we go over the threat activities that came through the Fusion portal, how many events were investigated, the open incidents or tickets that are pending and what actions need to be taken," Haque said.

"Just yesterday, we were told that Trustwave MDR detected and blocked malware which got into the Augmedix environment through a phishing email," Haque said.

As a Trustwave MDR partner, Augmedix is not only able to properly protect the very sensitive personal health information placed in its care by physicians and healthcare facilities, but through the Fusion platform and regular meetings with Trustwave account managers, Augmedix has a transparent and continuous look at its security status.

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