



Smarter employees
Safer companies

Another LUCY solution
implemented for:

spitalimmattal 

Cybersensitization of hospital employees in times of Covid.



AT A GLANCE

Industry

Healthcare

Challenge

Protect all employees, assets and data from the risks posed by cybercriminals, especially in times of covid

Solution

- LUCY Premium Edition
- Train & Phish Service Bundle

Advantages

- low cost
- low effort
- high degree of individualization
- Immediate awareness
- Ideal know-how transfer through service
- Entertaining training of personnel

The Limmattal Hospital Association

As a major hospital with a comprehensive educational mission, the Limmattal Hospital provides extended basic medical care for approximately 80,000 patients annually. It also offers in-depth expertise in numerous surgical and medical disciplines. The hospital has 188 acute care beds, 126 long-term care beds, eight operating rooms and eight intensive care units. More than 1,480 employees from 49 nations provide high-quality and diverse services every day.

Challenge

"We are the main hospital in our region. Today in particular, we have to do everything we can to maintain our hospital activities and protect our patient data. IT security and the sensitization of nursing staff play a central role in this," explains Markus Waldesbühl, Deputy Head of IT at Limmattal Hospital. "We are aware that hospital staff, who have been

severely stressed out by the Covid 19 pandemic, are the focus of cybercriminals. Thus, raising our employees' awareness of cyber risks without putting them under additional strain is a particular challenge.

"Especially today, we need to do everything we can to keep the hospital running and protect our patient data."

We know exactly what is possible and what they can be expected to do. That's why we were looking for a cybersecurity awareness product that would allow us to sensitize our employees to the gateway "emails with attachments or links". We wanted to be able to choose from a wide range of trainings / tests and make adjustments to our specific needs if necessary", Waldesbühl adds.



Markus Waldesbühl

Solution

With the help of the LUCY Premium Edition, the Limmattal Hospital immediately received its own platform that met its data protection needs and could be used immediately. The additionally purchased basic campaign bundle made it possible for the hospital to quickly carry out an individualized awareness campaign with various scenarios. Thanks to the built-in reporting functionality, the results were available in a recipient-friendly manner. Employee vigilance gaps could thus be identified and addressed. "Procuring the platform in combination with a service for our first campaign not only led to an immediate start of cyber security awareness, but at the same time we got to know the product, the content and the possibilities of the solution," says Waldesbühl.

Advantage

The many awareness contents in combination with intuitively usable wizards and the possibility to refine once created

"LUCY offers a wide range of training and attack simulations that we can customize to meet our specific needs."

Markus Waldesbühl

Deputy Head of IT at Limmattal Hospital

awareness campaigns according to needs is certainly one of the biggest advantages of the LUCY Premium Edition.

The hospital's decision to additionally order a cybersecurity awareness service package - the so-called *training and phishing service bundle* - also proved to be a good decision: "A thoroughly positive and desired side effect was the fact that by using the campaign service - in addition to the immediate implementation of the first cyber sensitization measure - we were introduced to the solution and the many training contents virtually on the job. Internally at the hospital, we were able to benefit from a steep learning curve," explains Christoph Pfeuffer, Application Manager.

The hospital is particularly

impressed by how quickly and easily targeted campaigns can be carried out with the help of the training and attack templates. Employees receive professional training, and security awareness of such attacks is quickly improved. The hospital benefits from a significantly lower risk of an actual incident, with low costs and little effort.

Result

"But it was exciting to see how users reacted differently depending on the scenario. The subsequent information on the campaigns enabled our staff to be well sensitized without being overly burdened with training," explains Markus Waldesbühl. The big winner is the IT security in the hospital.



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