

How a Fortune 50 Health Insurer Manages Hundreds of Incidents Every Quarter

RadarFirst Streamlines and Reduces Costly Incident Management

A Fortune 50 insurance company with millions of members and a strong culture of compliance was struggling to ensure that its employees were complying with the privacy regulations that protect sensitive customer data. To manage this massive workload, the company's privacy team needed an incident response solution that could provide consistent, up-to-date regulatory analysis and guidance, save time, and be scalable.

Choosing a Solution: RadarFirst Outshines the Competition

When it came time to choose a solution to manage the heavy workload, the Fortune 50 insurance company considered three options:

- **In-house database**
- **Existing Governance, Risk & Compliance (GRC) system**
- **RadarFirst**

After a review, the company realized its existing in-house database didn't adequately support its goal of consolidating multiple workflows from disparate systems. In addition, the privacy team didn't have the budget or authority to adapt the database to meet its efficiency and sustainability goals. The legacy GRC system lacked the functionality for managing the regulatory complexities of incident response, including up-to-date, built-in state and federal laws, as well as guidance to help decide if an

incident should be reported or not. The privacy team had a much different response with RadarFirst, software specifically built for incident response. It was quick, easy to use, and had a **"look and feel"** the privacy team liked. RadarFirst had HIPAA and state laws built-in, plus it enabled the team to do on-the-spot incident assessments. After a comprehensive analysis of the three options, the compliance officer also recommended RadarFirst. It was the only solution that could meet all of the company's specific immediate and long-term needs.

What Every Company Needs to Help Meet Privacy Obligations:

With hundreds of security and privacy incidents to identify, manage, and report, companies are searching for a reliable incident response management solution that will:

- Address the complex obligations of a covered entity, business associate, or third-party administrator (TPA)
- Provide incident risk assessment and guidance based on the latest state and federal laws for consistent decision making
- Create efficiency with a streamlined incident escalation and response process
- Identify and analyze incident trends and root causes
- Track compliance metrics to proactively reduce risk across the enterprise

Triple Play: How Radar Saves Time, Improves Efficiency, and Cuts Costs

The company's risk assessments used to be, as one privacy official put it, **"painfully slow."** The team would have to access multiple shared drives to get answers and then consolidate documentation. With RadarFirst, the privacy team no longer spends time and money monitoring and analyzing breach laws. RadarFirst automatically does the assessment, and consolidates and updates all the federal regulations and state laws.

RadarFirst has streamlined the overall incident response process for the company. As soon as an incident is discovered, it is entered right into RadarFirst. The privacy team also uses RadarFirst as a tracking system, in which team members can attach e-mails and documents relating to a particular incident. Overall, the software has significantly reduced input hours, provided more accurate incident data and helped automate incident risk assessments so the team can make consistent decisions. **"This has created an easy workflow that's saved at least 50 percent of the time it used to take to complete assessments."**

The privacy team lead also relies on the heat map RadarFirst generates for each incident, which reveals the risk of harm to impacted individuals. Another efficiency is the ability to get an assessment summary if the HHS Office for Civil Rights, a state attorney general, or another regulator requests documentation on a specific case.

RadarFirst Provides Actionable Insights

RadarFirst allows the privacy team to evaluate incidents with the same risk factors every time. This consistency—along with RadarFirst's reporting capabilities—provides insight into the actual volume and types of incidents that occur. This insight is possible because the privacy

"RadarFirst is a huge time saver...All the federal regulations and state laws are in one place and kept up-to-date by Radar. In the past, our incident risk assessments were painfully slow."

– Privacy Executive at Top Health Insurer

team can use RadarFirst to analyze the incident workload and increase its capacity to respond to those incidents. Using RadarFirst has been an eye opener for the company, given the greater visibility into the number of incidents by department location and corporate entity.

Redesigning Incident Management to Reduce Enterprise Risk

The company is retooling its incident escalation and management process to streamline its response to security as well as privacy incidents. To accomplish this, the RadarFirst team is building functionality that enables integration of RadarFirst with the insurer's GRC system, which the audit and security teams use. Now privacy and security will be able to report incidents and collaborate so the company can more completely identify and analyze incident trends and root causes—and thus reduce risks to sensitive customer data across the enterprise.

A Successful Collaboration Between Company and Vendor

The company has said that working with RadarFirst is "like a dream," and appreciates how the RadarFirst team willingly collaborates on workflow design changes, as well as new features and modules. The company also appreciates that these changes happen quickly. As one privacy official said, "I can't say enough good things. We like that you take our ideas into consideration and respond so quickly."



Request a Demo

RadarFirst's award-winning incident response management software is trusted by organizations in heavily regulated industries to reduce risk and simplify compliance with global data breach laws.

[Learn more at radarfirst.com](https://radarfirst.com)