



CASE STUDY: Aymira

Healthcare software provider protects critical assets with Haven



How Aymira protects critical healthcare records from ransomware attacks with Corvid Cyberdefense's all-in-one cybersecurity platform

The Business

- *Clinical, accounting, electronic health records and business management systems provider for behavioral healthcare agencies*
- *Based in Charlotte, NC*
- *Over 6,400 SaaS application users*

The Corvid Cyberdefense Solution

- *Haven: 24x7x365 Prevention, Detection, and Response service*

The Context

With their bundled SaaS ERP and management services, Aymira is on a mission to simplify the complex behavioral healthcare provider business.

“We bring business acumen to a caring, nurturing industry in the form of IT integration, automation, process consulting and professionalism,” explains Aymira CEO, Lewis Quinn. “This offering brings previously unavailable functionality to an industry that desperately needs it, where thin margins, Medicaid billing deadlines, and complex record keeping requirements are a constant challenge.”

Walking the talk of their products and services, Aymira purchased several provider agencies in North Carolina when a difficult economy challenged their survival. Leveraging Aymira’s own technology and business services allowed these agencies to continue serving adults and children with developmental disabilities.

The Challenge

Cyberattacks in the healthcare industry are on the rise. 78% of healthcare providers reported a ransomware

or malware attack in 2017.* A common tactic of hackers is to deploy a virus which encrypts the data on a server, requiring the owner to pay a ransom for a decryption key. When ransomware is successful, the challenge is two-fold.

First, locking up billing data means an inability to collect critical weekly Medicaid payments. For businesses with high payroll and thin margins, delaying Medicaid payments for a week can be devastating. “Providers live cycle to cycle,” Quinn explains. “There’s not a lot of margin in the Medicaid business. When you have payroll every two weeks, if you don’t make that Wednesday [Medicaid] collection, you don’t have cash for your payroll.”

Second, lost electronic records can mean audit failure and potentially large paybacks. “This business is highly regulated and frequently audited,” says Quinn. “Auditing happens retroactively. They say, ‘show me all your client data from June of last year.’ If you don’t have the documentation because it got encrypted, you need to pay it back, which could be tens of millions of dollars.”

*HealthITSecurity.com

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- Lewis Quinn, CEO Aymira



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At 7:15 on a Tuesday morning in early 2018, Quinn was notified of a problem with the servers at Aymira. “We got a black screen that said ‘you need to send three bitcoins. All your servers have been encrypted.’”

They had fallen victim to a ransomware attack called Globelmposter 2.0. While information theft was not a risk in this incident, the attack threatened operations just eight hours before the weekly billing deadline for Aymira and their clients. Fortunately, Aymira is a company whose backbone is information systems, so they had multiple redundancies. “We had four tiers of backups and they hit three of them,” says Quinn. “We were able to recover that fourth-tier backup.” Quinn says that for most health agencies that don’t have the same technical sophistication, this attack would have been catastrophic, likely ending their business.

The Solution

Though Aymira was already investing in a cybersecurity solution supported by their server hosting provider, it did not prevent the ransomware attack, so a new solution was needed.

Quinn and his team reviewed other security options, but ultimately chose Haven from Corvid Cyberdefense because it was an end-to-end solution and for its ability to proactively anticipate potential attacks. Although Aymira followed best practices of having back-ups, this ransomware attack was still disruptive to their business and operations. They wanted to find a solution that would prevent this type of attack from ever occurring again.

Haven offers a type of endpoint security that does not depend on uploaded virus definitions but uses a form of AI, called machine learning, to detect unusual behavior on computers and servers and shuts it down.

Haven is Corvid Cyberdefense’s managed prevention, detection, and response solution for business. It includes all the necessary security controls, management, and monitoring to protect against, and react to, cyberattacks. Internet connectivity, email communications, and endpoints like laptops, desktops, and servers are all protected.

This means not only is their data protected against any form of cyberattack, but there is a team of specialists monitoring, and reacting to, security threats every minute of every day.

Since downtime of their systems was not tenable, a smooth implementation was critical for Aymira. “The installation of the security platform and reconfiguration of our network to place servers into protected segments happened seamlessly to us and our SaaS user base,” said Quinn. “I just don’t think there are many small to mid-sized business solutions that fit the bill. You want to have an easy button. And Corvid is as easy as it gets.”

The Result

At Aymira, their most critical assets are now protected. “Our software is the secret sauce, the heart of our organization. It’s health is critical to our existence. I sleep much better at night knowing that we have Haven for our IT security.”

For the behavioral healthcare industry, new regulations mean more data than ever will be stored electronically so the threat of successful cyberattacks will continue to increase.

“You just don’t realize how vulnerable you are until something happens,” Quinn says. “Every healthcare provider needs Haven. This is a solution they can afford.”

About Corvid Cyberdefense

Corvid Cyberdefense is the prevention-focused cybersecurity services company. Their solution combines leading experts and best-in-class technology to provide visibility, control, and monitoring for complete, proactive network and data protection.

