

Hempsons Bolsters Security with Ontinue's Noise Reduction



Introduction to Hempsons' Cybersecurity Challenge

Hempsons LLP handles a large volume of sensitive patient records and medical histories. Ensuring the confidentiality and integrity of this data is critical. Despite having good basic security practices, including patch management, email security, mobile device management, and regular vulnerability assessments, Hempsons lacked proactive monitoring. This gap left them vulnerable to potential breaches, especially outside regular business hours, when their IT team was unavailable to respond to incidents.

Strategic Approach and Implementation

Recognizing the need for enhanced cybersecurity, Hempsons partnered with Ontinue. Initially, Hempsons utilized Microsoft Defender for endpoint protection but needed to expand their coverage. They upgraded to E5 licences, which provided additional security capabilities. Ontinue's MXDR services were integrated to deliver 24/7 monitoring and incident response. This included proactive threat detection and real-time alerting through Microsoft Teams, ensuring that both Hempsons' and Ontinue's teams could collaborate effectively on incident management.

Challenges

- **Sensitive Data:**
Handling patient records
- **Proactive Monitoring:**
Lacked monitoring
- **Incident Response:**
No 24/7 cover
- **Cybersecurity Demands:**
High cyber security demands from customers

Solution

- **Microsoft Defender:**
Comprehensive security
- **E5 Licence Upgrade:**
Enhanced capabilities
- **Ontinue MXDR Services:**
24/7 monitoring
- **Teams Integration:**
Effective collaboration
- **Proactive Threat Detection:**
Real-time alerts

Business Outcomes

- **24/7 Monitoring:**
Continuous threat detection
- **Improved Response:**
Enhanced capabilities
- **Reduced Noise:**
Effective filtering
- **Client Confidence:**
Increased trust
- **Consistent Metrics:**
Ongoing reporting

About Hempsons LLP

Hempsons LLP is a leading UK law firm specializing in healthcare and public sector clients. Handling a significant amount of sensitive data, including patient records, requires rigorous data protection measures. Their commitment to client confidentiality and data integrity drives their continuous improvement in cybersecurity practices.

Impact and Achievements

The integration of Ontinue's MXDR services bolstered Hempsons' existing good cybersecurity posture. They achieved consistent, proactive monitoring and significantly improved their ability to respond to high-priority alerts. The effective filtering and noise reduction provided by Ontinue's platform ensured that Hempsons could focus on critical incidents. This 24/7 coverage increased client confidence, demonstrating Hempsons' commitment to data security. Moreover, the transition to E5 licences and the effective use of Microsoft Teams for alerting streamlined their security operations and enhanced overall efficiency.

Insights and Reflections

Adam Johnson, Head of Technology and Architecture at Hempsons, reflects on the transformation: "We now have proactive monitoring, which is a big difference. The collaboration through Microsoft Teams is invaluable, as it allows us to focus on high-priority events without getting bogged down by low-priority noise. Ontinue's services align perfectly with our security vision, providing the expertise we need to maintain a robust security posture."

" Working with Ontinue has been a game-changer for us. The 24/7 monitoring and incident response capabilities have provided us with the proactive security we needed. The seamless integration with Microsoft Teams has improved our efficiency and collaboration. Ontinue's expertise and support have been instrumental in enhancing our cybersecurity posture."



Adam Johnson
Head of Technology and Architecture
Hempsons



About Ontinue

Ontinue offers nonstop SecOps through an AI-powered managed extended detection and response (MXDR) service. Ontinue ION MXDR combines powerful proprietary AI with the industry's first collaboration with Microsoft Teams to continuously build a deep understanding of our customers' environments, informing how we prevent, detect, and respond to threats. Continuous protection. AI-powered Nonstop SecOps. That's Ontinue.