LUCY AWARENESS | spitallimmattal

Case Study



Instant
Training Deployment

1,480+
Employees Secured

Up to 90%
Reduced Cyber Risk

Hospital deploys awareness training to protect employees from cyberattacks

About the Limmattal Hospital Association

Industry	Location	Size
Healthcare	Switzerland	1,480+

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.

Securing Hospital Operations & Patient Data

"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 phishing email attacks. We wanted to be able to choose from a wide range of trainings and tests and make adjustments to our specific needs if necessary," Waldesbühl adds.

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Challenge

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

Solution

LUCY Awareness - Security Awareness Training

Advantages

- Low cost
- Maximum privacy
- High degree of customization
- Immediate impact
- Accelerated adoption
- Effective, engaging training

> *This solution 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



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Solution

With the help of LUCY Awareness Training, the Limmattal Hospital instantly received its own platform that met its data protection needs and could be used immediately. The additional service made it possible for the hospital to quickly carry out individualized awareness campaigns with various scenarios. **Thanks to the built-in reporting functionality, the results were available in a user-friendly delivery, and employee awareness gaps could be easily identified and addressed.**

> *Procuring the platform in combination with the additional service for our first campaign not only led to an immediate deployment of the security awareness training, but at the same time we got to know the product, the content, and the capabilities of the solution.*

— Markus Waldesbühl,
Deputy Head of IT at Limmattal Hospital



Advantage

The vast content library, in combination with intuitive wizards and the ability to refine existing templates according to specific needs is certainly one of the biggest advantages of Security Awareness Training.

The hospital's decision to add the cybersecurity awareness service also proved to be a good decision: «A thoroughly positive and desired outcome was 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 all its capabilities on the job. Internally at the hospital, we were able to benefit from a steep learning curve," explains Christoph Pfeuffer, Application Manager.

The hospital was 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 awareness of dangerous cyber-attacks is quickly improved. At an affordable cost, the hospital benefits from increased security and data protection, significantly lowering risk of an actual incident

Results

"It was exciting to see how users reacted differently depending on the scenario. The subsequent information from campaigns enabled our staff to be well sensitized without being overly burdened with training," explains Markus Waldesbühl.

enquiries@lucysecurity.com
www.lucysecurity.com
Hammergut 6 | 6330 Cham | Switzerland

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