

Transforming Healthcare Security: Forcepoint DLP in Action

Scaling Forcepoint DLP:

A Proven Solution Across Complex IT Infrastructure from Romania to a Global Rollout

Michal Lewandowski, Global Cybersecurity Manager at Medcover Group, has played a pivotal role in revolutionizing the organization's data security strategy. Medcover, a leading provider of diagnostic and healthcare services, operates primarily in Central and Eastern Europe and India. With a mission to improve and sustain health and well-being, Medcover serves millions of patients annually, with an expansive network across 18 markets, comprising approximately 80 companies. The organization is a leader in healthcare innovation and accessibility.

Drawing on his expertise from his previous role as Director of Security in the financial sector, Michal identified an opportunity to scale Forcepoint Data Loss Prevention (DLP) across Medcover's diverse and complex IT infrastructure to address the growing need for robust data protection.

Initially deployed in Romania, Forcepoint DLP quickly proved its effectiveness and reliability in securing sensitive data. When Medcover sought a global corporate solution to harmonize security across its operations, Forcepoint was the natural choice.

"The initial deployment in Romania gave us a great foundation," Michal shared. "I had already worked extensively with Forcepoint in my previous roles, and the solution's proven reliability made it an easy choice for Medcover."



MEDICOVER

CUSTOMER PROFILE:

Medcover is a leading international provider of healthcare and diagnostic services. Founded in 1995, the company has grown to employ approximately 47,000 people worldwide.

INDUSTRY:

Healthcare

HQ COUNTRY:

Sweden

PRODUCT(S):

› Forcepoint DLP

Enhanced Visibility: Detecting and Preventing Data Breaches

The phased rollout began in 2023 with Medcover's largest business unit in Poland, followed by rapid expansion to other regions. Fingerprinting capabilities, which enabled document identification across various file types and effectively prevented data exfiltration, were key to the solution's success.

"The fingerprinting feature has been a game-changer," Michal explained. "With such diverse processes in different countries, it enables us to protect what matters most without slowing down operations."

Forcepoint DLP stood out from competitors like Microsoft and Symantec due to its robust detection engines, pre-configured policies and compatibility with Medcover's existing platforms, including Microsoft 365 and mail systems. "Most of the policies were effective from day one," Michal noted. "This saved us the time and effort typically required for customization." The system's flexibility also enabled regional policy refinements to align with specific compliance requirements, such as GDPR and PHI (protected health information) regulations.

According to Michal, the implementation yielded immediate and tangible results. "Before Forcepoint DLP, we were blind," he remarked.

"Now, with 24/7 incident tracking, we can see when something is happening. By implementing action plans, we've been able to block data loss and detect breaches, logging incidents as they occur. We've already done this successfully several times."

Key features, such as the ability to exclude specific document categories from active monitoring while still tracking usage, have further enhanced operational efficiency. "The exclusions are incredibly useful," Michal shared. "We can maintain visibility without hindering essential business functions" Pre-defined policies allow Michal's team to focus on refinement rather than building from scratch, saving time and resources.

Michal underscored the importance of tailoring security strategies to Medcover's regional needs, noting the sensitivities associated with patient data.

"Managing patient data requires us to align with the global regulations," he explained. "Each region has its unique policies, and Forcepoint provides the flexibility we need to operate efficiently while staying compliant."

RESULTS

- › **Fast global rollout** across 18 countries with "policies effective from day one"
- › **Stronger visibility** into sensitive data, "Before Forcepoint DLP, we were blind"
- › **Advanced adaptive protection** with fingerprinting and exclusions balance security + operations
- › **Compliance ready** with GDPR, PHI, and regional mandates
- › **Future-focused** exploring DSPM and automation for future data protection resilience

Future Growth and Innovation in Cybersecurity

As Medcover continues its global expansion, Michal is focused on addressing emerging threats and adopting cutting-edge solutions. His team is actively exploring tools like Forcepoint Data Security Posture Management (DSPM) and automated discovery processes to enhance data protection further.

Collaboration across industries remains central to Michal's strategy. Managing patient data is one of Medcover's most sensitive tasks, requiring collaboration with experts in healthcare and finance to ensure the adoption of best practices and the establishment of industry leadership. By adopting innovative tools, Medcover aims to solidify its position as a trendsetter in healthcare security.

"Our goal is to lead the way in healthcare security and ensure we're always on the right path to protect sensitive data," Michal stated. "We want to set an example for others to follow."

Collaboration and Customer-Focused Support

Medcover also relies on its trusted partner in Poland, Ratels, a recognized expert in DLP solutions.

"Our partnership with the teams at Ratels and Forcepoint has been exceptional," Michal noted. "We try to resolve issues internally, but if needed, [Ratels] and Forcepoint are always there to assist. Since September 2023, we've only had three cases [with Forcepoint], and all were resolved quickly."

Forcepoint's customer-focused support model has been pivotal to Medcover's success. Regular cadence calls with Forcepoint's Customer Success Management (CSM) team provide proactive updates, quick resolutions and alignment with evolving priorities.

This collaboration has fostered trust and efficiency, enabling Medcover to resolve challenges quickly and maintain a robust security framework.

"If there's ever a critical issue, I know I can reach out to the team, and they'll ensure its handled immediately," Michal said. "That straight path of communication is a unique and valuable aspect of our relationship with Forcepoint."

By prioritizing security innovation, fostering strong partnerships and leveraging advanced tools, Medcover is well-positioned to navigate the complexities of healthcare cybersecurity while protecting sensitive data across its global operations.

